Parallels H-Sphere 3.6.3 User Guide

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C H A P T E R 1

Preface

In this chapter:

Typographical Conventions

Before you start using this guide, it is important to understand the documentation conventions used in it.

The following kinds of formatting in the text identify special information.

Formatting convention	Type of Information	Example
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.	Go to the **System** tab.
	Titles of chapters, sections, and subsections.	Read the **Basic Administration** chapter.
Italics	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	The system supports the so called *wildcard character* search.
`Monospace`	The names of commands, files, directories, and domain names.	The license file is located in the `http://docs/common/licenses` directory.

`Preformatted`	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	`# ls -al /files` `total 14470`
`Preformatted Bold`	What you type, contrasted with on-screen computer output.	**`# cd /root/rpms/php`**
CAPITALS	Names of keys on the keyboard.	SHIFT, CTRL, ALT
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another.	CTRL+P, ALT+F4

About This Guide

Parallels H-Sphere User guide aims at Web site owners and explains how to set up and manage Web sites from the Parallels H-Sphere User control panel.

Feedback

If you have found a mistake in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback using the online form at http://www.parallels.com/en/support/usersdoc/. Please include in your report the guide's title, chapter and section titles, and the fragment of text in which you have found an error.

CHAPTER 2

User Account

This section explains how to start working with your Parallels H-Sphere user account and domains you host.

In this chapter:

Temporary Index Page

You will be able to access your Web site right after you register your account. To do this, you will have to use an instant domain alias. **Instant Domain Alias** is an additional web address which lets you access your site during the first several hours after the domain name registration, the time when the site is yet unavailable at the newly registered domain. Over the next few days DNS servers all across the Internet will update themselves with your new site name. Once that happens, you will be able to access your site at the domain you have registered.

The moment your account is registered, a temporary index page is added to your site's directory.

It will be there until you upload your site and replace it with your own index page (for example, `yoursite/index.html`). Meanwhile, from this temporary page you can:

- **Administer your account.** Enter your control panel login and password into **Log into your Control Panel**. This login and password are e-mailed to you at the address you specified at signup. Use the Control Panel to view your bills, change your contact/billing information, change passwords, get more disk space, report problems to the technical support staff and more.
- **Create a web site** in a matter of minutes right from your browser. Use the option **Launch Site Builder**. Initially, the password to log into the site builder is the same as that for the control panel.

Uploading a Web Site

Whenever possible, upload your site using the utilities that come with your web-site development software. For instance, if you made your site with Parallels SiteStudio, FrontPage or Dreamweaver, use their integrated web publishing tools. If you made your site with simple text editors, or if your site-building software does not have a publishing utility, use freestanding FTP clients, such as CuteFTP, SmartFTP, or WebShell (on page 53), a Web-based file manager built in Parallels H-Sphere.

Please note that site publishing tools don't remove your old web content from the server. For instance, if you used Parallels SiteStudio to upload a site with 15 pages and later you published an updated 7 page version of this site, your directory on the server will have all the new pages and the old pages that haven't been overwritten. If you publish many versions of the Web site, the site may become cluttered with old files.

Warning: If you have a complete Web site, be careful not to overwrite it with a publish command.

Warning: Don't upload your site to the root of your user directory! Instead, put it to the specific directory.

Contents of Home Directory

Your home directory contains several default subdirectories. Their number and names will differ depending on your plan, yet some of them are common for all plans. Here are some of the directories that are automatically created and may not be deleted:

- **Directories that contain your sites**. Each of your sites is put in a separate directory. The name of the directory is the same as your site's domain name. If you have more than one site, you will have several such directories. These are the directories where you will upload your `.html` files or any other files that you want to make accessible from the Internet. Each of these directories may contain their own `/webalizer` or `/modlogan` directories.

  Note: Do not delete either of these directories! Your site is too valuable to lose at a touch of a button.

- **The Logs directory.** It contains directories for every site with transfer log enabled. Each such directory contains its own set of log files that are required to write and read the data about all visits to your sites.

  Note: Deleting the Logs directory will cause the loss of the web statistics accumulated in the course of your site operation.

- **The Virtual FTP directory.** Its name is the dedicated IP address. This directory is created when you enable Virtual FTP Server and can be accessed by virtual FTP users to list and download its content. There are as many such directories as dedicated IP addresses. Read more on Virtual FTP (on page 54).

  Note: Deleting Virtual FTP directories will cause incorrect operation of Virtual FTP. However, you may harmlessly delete individual files in these directories.

- **The subdomain directories.** When you make a subdomain, a new directory is created with the subdomain name as the directory name. Read more about creating subdomains (on page 25).

Note: If you delete a subdomain directory, internet visitors will get the 404 “File not found” error when attempting to access the subdomain.

- **The ssl.conf directory.** This directory stores SSL pairs for all encrypted sites.

Note: Deleting the ssl.conf directory will result in incorrect SSL operation.

Warning: Don’t delete ANY default directories in your root directory, as this will cause malfunctions of your account. As a rule of thumb, you may delete only directories and files you have uploaded yourselves or that have been uploaded by any of your Virtual FTP and Anonymous FTP users.

C H A P T E R 3

Control Panel Basics

This document introduces you to the basics of Parallels H-Sphere user control panel management.

Once logged into User control panel, go to **Account** > **Account Settings**:

- **Plan:** the arrangement of resources and services you are subscribed to. To change your plan, click the icon next to the plan name. To switch between plans on different hosting platforms, like Unix and Windows, you need to go to **Account > Change Hosting Platform** and go through the platform change wizard (on page 16).
- **Account manager Login:** the name by which you are known to the hosting system. It's the same as your control panel login.
- **FTP Login:** the login name you use when you upload your site to your home directory on the server.
- **FTP Password:** the login name you use when you upload your site to your home directory on the server.

In this chapter:

Changing Hosting Plan

Your hosting plan determines the services you get with the account and the prices for these services. Big sites with high hit rates and special services require more expensive plans; cheaper plans are suitable for simpler sites.

➢ *To change to a different plan:*

1. Go to **Account** > **Account Settings**
2. Click the **Change** icon next to your plan name.
3. Select your new plan and click **Submit.**

Warning: Switching plans will disable the resources that are unavailable under the plan you are switching to.

If you don't see the plan of your choice in the list that appears, it means it is incompatible with your current plan. You can't change to an incompatible plan, but you can create a new account under this plan and then, if you want, you can delete your old account.

- **Plan Upgrade:** If you are switching to a 'higher' plan, your disk quota doesn't increase, but free units do. As a result, your disk quota may turn out to be lower than free units, so you can increase your disk quota without being charged. The same is true of other resources.
- **Plan Downgrade:** If you are switching to a 'lower' plan, the system reduces your quotas for free units. If you are using more than free units, the system reduces the quota to the amount you are using.

In this section:

Changing Hosting Platform

Parallels H-Sphere with the integrated `hostingPlatformChanger` system package adds a possibility to change a hosting platform by switching to a plan of a different nature (Windows or Unix).

The platform change process with the help of `hostingPlatformChanger` package involves:

- Changing a user's hosting plan
- Changing domain IPs
- Removing incompatible resources (currently, all resources listed on the **Web Options** page). You will be warned of it during the plan change.
- Manual transfer of a user's content.

➢ *To initiate the platform change process:*

1. Go to **Account > Change Hosting Platform**. On the page that appears, from the drop-down box choose the plan you want to switch to.

Change Hosting Platform	
Plan	**Unix Platform Plan**
As soon as you choose your new hosting plan administrator will consider your request and confirm the plan change. After changing your hosting plan you will need to transfer the user's home dir content to the new hosting server manually. The user's content will not be trasfered automatically. You'll be notified via your contact e-mail as soon as new hosting platform will be ready for deploying your home directory content on it.	
You are about to switch to a different plan. You will be charged or refunded for the difference between the old and the new plans. Switch To Plan: Windows Platform Plan ▾ Switch	

2. You will be prompted to a **Billing Statement** that lists the information about prices on new resources and refunds for the incompatible resources. Click **Submit** to continue.

BILLING STATEMENT		
REFUND	The difference between the recurrent fee for the current and the new User Account (2/8/07 - 3/8/07) *Changing plan from Unix test plan 2 to Windows test plan 1*	$0.49
REFUND	Refund for .shtml ssi alias for unixuser2.test113.psoft (2/8/07 - 3/8/07) *Server Side Include is removed due to the incompatibility of the target plan*	($0.25)
REFUND	Refund for PHP module for unixuser2.test113.psoft for (2/8/07 - 3/8/07)	($0.25)

Upon completion of the procedure, a platform change request will be sent to your Parallels H-Sphere administrator. When it is approved, the necessary resources will be recreated, incompatible resources removed, DNS and IP changed.

3. When you receive the e-mail informing that your hosting platform is ready to be used, enable necessary resources and transfer user home directory content.

Changing Billing Period

Your billing period determines how far in advance you pay. Your hosting plan may be configured to allow you to switch between billing periods of different length, price and discount policies. To change the billing period:

➢ ***To change the billing period:***

1. Go to **Billing** > **Billing Profile**.
2. Click **Change** next to your billing period.
3. Select a different billing period and click **Submit**.

More about billing on changing billing periods (on page 139).

Changing Control Panel Password

You need your control panel password to log into the control panel. Initially, this password is the same as your FTP password, but you can make these two passwords different.

➢ ***To change the Control Panel password:***

1. Go to **User** > **User Password** menu.
2. Enter new password and apply.

Changing FTP Password

You need your FTP password to upload your site to the server. Initially, this password is the same as your Control Panel password, but you can make these two passwords different.

➢ ***To change the FTP password:***

1. Go to **Account** > **Account Settings.**
2. Click the **Change** icon next to **FTP Password**
3. Perform changes and submit.

Changing Traffic Limit

Traffic limit is the gigabytes of transferred data you pre-pay for at the beginning of the billing period. Every month the system checks if you stay within the limit, and if you don't, it charges you for the excess. Then your traffic is reset. Control Panel navigation is not included into the total traffic.

Total traffic limit is the amount of traffic you pay for in advance. It is charged at the recurrent fee. However:

- if you fail to run up all your quota resource, you are not returned the payment for the unused megabytes;
- if you exceed the quota, you are charged usage fee per each gigabyte of the excess traffic.

You can always buy additional amount of the resource in order not to be charged the extra payment. The system e-mails you a notification once you have used 80% of the traffic limit.

Example: If your billing period is 2 months long and started on the 5th of October, the first billing month will end on the 5th of November, and your total traffic will be reset. However, if you change your total traffic limit on the 15th of November, your traffic will be reset and a new billing month will start.

If you expect to run up more traffic than comes with your plan, it's a good idea to raise your traffic limit.

➢ ***To change the traffic limit:***

1. Select **Quick Access** in the **Account** menu.
2. Click the **Change** icon next to **Total traffic**.
3. Enter how much traffic you expect to run up throughout your billing period.

Read more about traffic (on page 127).

Changing Disk Quota

Depending on your plan configuration, billing for disk space is based on either *disk quota* or *disk usage*.

Disk Usage

If your disk space billing is based on disk usage, the **Statistics** section will display a bar showing average summary disk usage since the beginning of the billing month.

In this section you will also see the summary disk usage for the last day. It is the total disk space used by files in your FTP home directory, all your mailboxes and databases at the moment of the system scan. As a rule, the scans run every night.

Disk Quota

If your disk space billing is based on disk quota, the Statistics section will display a bar showing the amount of disk space actually used out of the disk space allowed by your account quota. This bar shows disk space only on the web server.

➢ ***To change your disk quota:***

1. Go to **Account** > **Account Settings** menu.
2. Click the edit icon in the **Quota** field.
3. Enter new disk quota and submit.

Read more about disk space (on page 130).

Configuring Control Panel Skins

➢ ***To select a skin and configure interface design settings:***

1. Select **Look and Feel** in the **Account** menu.
2. Select the skin from the **Choose Design** drop-down box. You will see the skin preview. Click the **Choose** button.

   Note: If your browser works slowly with ***XPressia***, choose ***XPressia Lite*** which is specially designed for such situations.

3. Select an icon set in the **Choose Icon Set** box. You will see the preview of images from this icon set. Click the **Set** button.

   Note: Choose the **Text Links** mode if your browser is slow in drawing images.

4. Set **Tooltips state**. This option determines whether or not to show hints at the top of each page.

Changing Control Panel Language

This option will change all texts in the control panel, including labels, system notes, context online help, etc.

➢ ***To change the language of the control panel:***

1. Select **Language** in the **User** menu.
2. On the page that appears, select the preferred language from the drop-down box and click **Submit**.

CHAPTER 4

Domain Registration

This chapter tells about registering domains via Parallels H-Sphere.

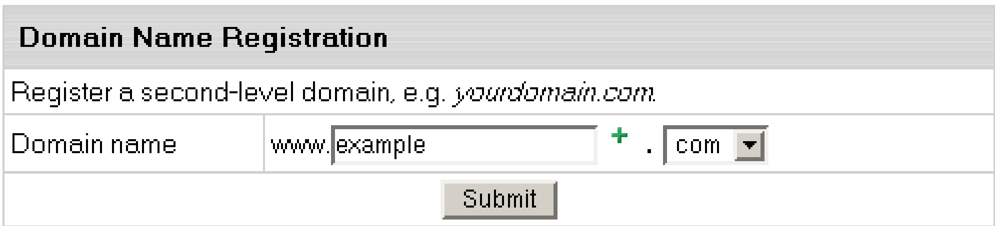
You can create an account without any domain at signup. If so, your account will have FTP and disk space, but without DNS zone, Virtual and Anonymous FTP, Mail service or ODBC support. You can create a domain to this account later in the future.

In this chapter:

Registering Standard (Second Level) Domains

➢ ***To create a new standard domain (.com, .net, .org, etc.):***

1. Enter your desired domain name into the field after the `www` part:



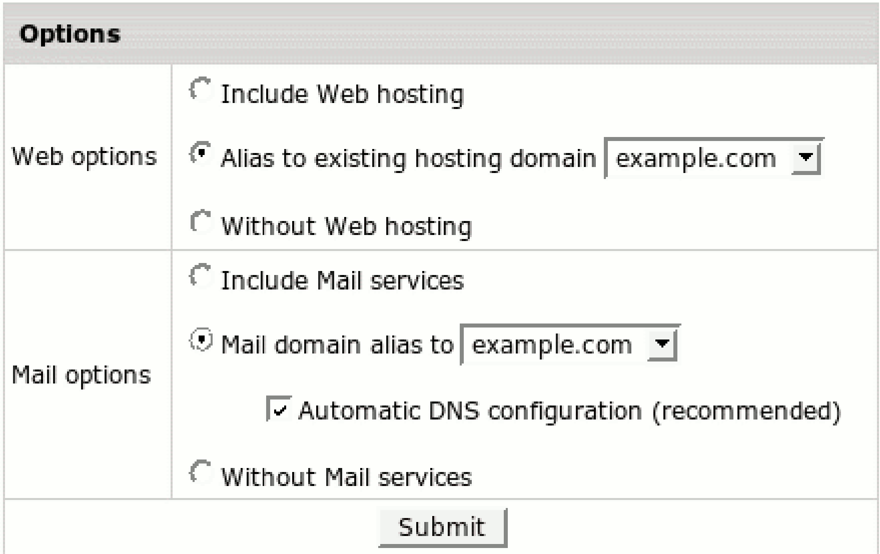
2. Choose the top level domain from the drop-down box: `.com`, `.org`, `.net`, and so on, and click **Submit**.
3. Enter your contact and billing information. Agree to the charges if any.

   Based on these data, the system generates a domain registration request and submits it to the domain registration company.

Go through subsequent steps (on page 27) that allow you to configure new domain as:

- Full-featured web/mail hosting domain
- Web hosting/mail service alias for an existing domain
- Domain without web hosting/mail service to be considered later either for hosting or for aliasing

Type of the domain being registered will depend on the options you choose:



Transfering Domains

Transfer domain already registered from outside your control panel with any registrar to OpenSRS or to Enom. This will update domain's info and change its DNS servers in the OpenSRS or Enom databases to the Parallels H-Sphere ones.

Transferred domains are registered with OpenSRS or Enom for the period chosen at transfer plus the time remaining from registration with original registrar.

Note: You can't transfer domains that are already in use in the system. Nor can you transfer third level domains if they use a second level domain owned by another user.

Go through subsequent steps (on page 27) that allow you to configure new domain as:

- Full-featured web/mail hosting domain
- Web hosting/mail service alias for an existing domain
- Domain without web hosting/mail service to be considered later either for hosting or for aliasing.

Hosting Existing Domains

Choose this option to host a domain registered outside Parallels H-Sphere if you'd:

- prefer to contact the registrar personally rather than apply changes automatically;
- like to register a non-standard or regional domain, which can't be registered automatically (e.g. your_domain.de);
- prefer a different registrar than the one used by your hosting provider.

In either case, you need to make sure that the domain name is valid. Enter it into the box, omitting the www part.

Following the registration you will get an e-mail notification with the information to send to your domain name registration company. They will make appropriate changes on the root DNS servers, and within a couple of days your domain will be accessible at the new IP address. Right after registering the domain in your user control panel, your site will be available by the instant domain alias.

Domain registration is a standard procedure. First, you purchase a domain name from a domain registration company. Second, you register this domain name with your web hosting provider and get your new IP address. It is only then that your site becomes available to all Internet community. This is true for both standard and nonstandard domains. In case of standard domain names, however, the registration process is automated.

Creating Third Level Domains

Third level domains are registered on your provider's DNS server. You don't need to register a third level domain with a domain registration company. If you choose to create a third level domain, it will contain your provider's domain name. E.g. if your provider's domain name is ***besthosting.com***, and the third level domain you are registering is ***mythirdlevel***, the fully qualified domain name would be ***mythirdlevel.besthosting.com***.

Third level domain registration is available only if it's allowed under the selected plan. Functionally, third level domains have same features as second level domains.

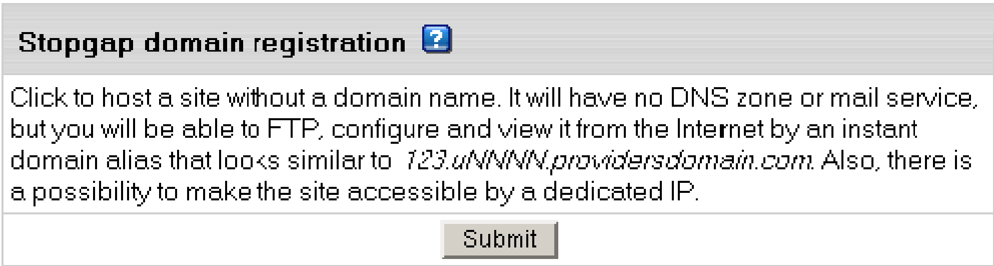
To register a third level domain name, enter the desired domain name in the **Domain name** field. Choose provider's domain name to the right and click **Submit**.

Hosting Sites Without Domain Names

You can also host sites without domain names (the so-called stop-gap domains). When you create a stopgap domain, you get no DNS zone, and you cannot use e-mail service. However, you will be able to access and manage your site using the instant domain alias you get at signup.

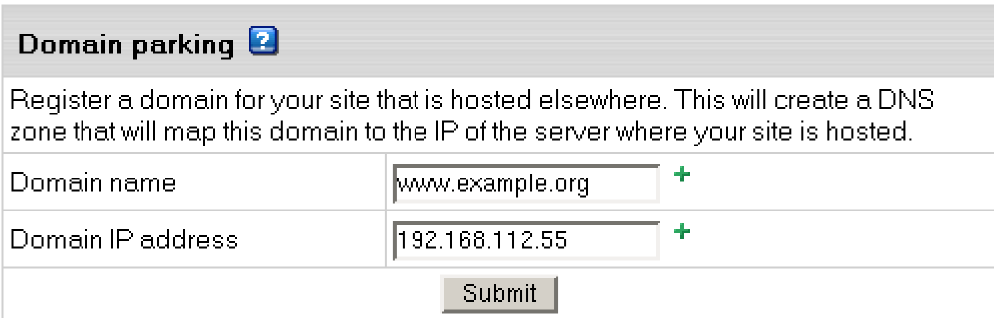
Stopgap domains support web site management and FTP services. Also, you can have IP-only access if you get a dedicated IP.

To create a stopgap domain, just click the **Submit** button in the **Stopgap domain registration** form:



Parking External Domains

This feature allows using Parallels H-Sphere DNS server to map IPs to domain names serviced and hosted on other servers (not those of Parallels H-Sphere). In this case, a DNS zone is created with a custom DNS A record for the domain name and its IP is entered in the form below:



C H A P T E R 5

Domain Configuration

This chapter dwells on domain and subdomain configuration, domain and server aliasing, shared and dedicated hosting and so on.

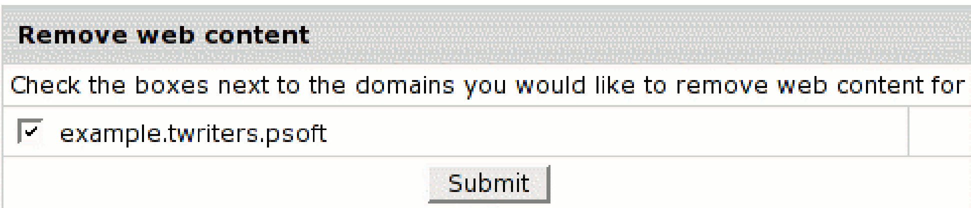
In this chapter:

Removing Domains

➢ ***To remove a domain:***

1. Select **Domain Info** link in **Domain Settings** menu on the left.
2. Click the **Delete** icon in the **Domain name** field at the top of the page.
3. Confirm the deletion by clicking ***"Yes, I agree with the above"***.

Choose whether you would like to preserve the content of the domain's directory.



- If you choose to leave web content, all this Web site will remain on the server and will be accessible by FTP.
- If you choose to remove web content, all this Web site and its directory will be permanently deleted from the server.

Enabling Instant Domain Aliases

An instant domain alias is an additional web address that gives access to your Web site when you don't have a real domain name or when your real domain name is temporarily unavailable. Instant domain aliases are generated randomly based on your provider's domain name and can't be changed.

➢ *To enable or disable access to your Web site by instant domain alias:*

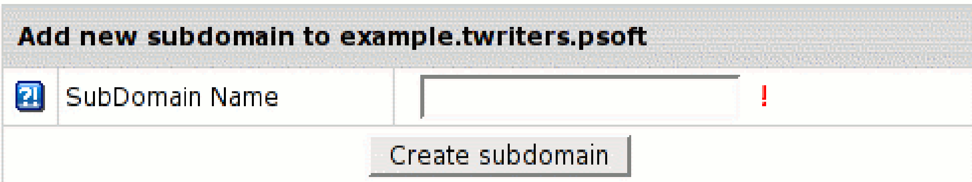
1. Go to **Domain Settings** > **Web Options**.
2. Select the domain if you have more than one.
3. Click **Edit** next to **Web Service**.
4. At the bottom of the **Web Service** page that appears, enable or disable **Instant access domain alias**.

Creating Subdomains

A subdomain is a lower level domain. It is added on the left of the domain name, e.g. subdomain.example.com. You can create as many subdomains as allowed by the plan. Domains and subdomains have equal functional capabilities, including web site management, e-mail service, FTP, dedicated IPs, etc., but subdomains do not have their own DNS zones and usually cost less.

➢ *To create a subdomain:*

1. Select **Domain Info** link in **Domain Settings** menu in user's Control Panel.
2. Click **Add** in the **Sub Domains** field. You will be asked to enter the subdomain name:



3. Enter the new subdomain. It will be displayed in the **Subdomain** field of the **Domain Settings** page.

Configuring Shared or Dedicated IP Hosting

This is also called **Virtual Hosting** (Shared IP) and **IP-Based Hosting** (Dedicated IP).

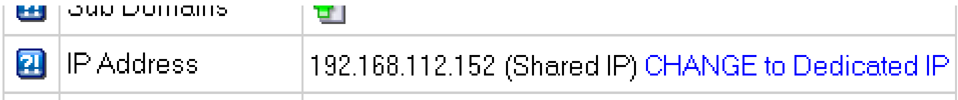
- **Shared IP hosting** - one IP address is assigned to several domains and access to a domain is available only by its domain name;
- **Dedicated IP hosting** - one IP address is assigned to one domain. To access a domain, you can use either its IP address or its domain name.

IP Hosting	Advantages	Disadvantages
Shared IP	▪ can be used for virtually unlimited number of virtual hosts; ▪ easy to configure and use; ▪ requires no additional hardware of software; ▪ can be used for free.	▪ does not support Virtual FTP; ▪ does not support SSL protection.
Dedicated IP	▪ supports Virtual FTP ▪ supports SSL	▪ It is a pay service

Switching from Dedicated IP to Shared IP will delete your virtual FTP and SSL services.

➢ *To change the type of IP:*

1. Select **Domain Info** in the **Domain Settings** menu.
2. If you have several domains, choose the one to enable virtual FTP for.
3. Click **Change to Shared IP** in the **IP Address field**:



4. If prompted, confirm the change by clicking “Yes, I agree with the above”.

Important:: After you switch between shared and dedicated IPs, it will take several hours before the domain becomes available at the new IP address.

Domains on dedicated IPs don’t have instant access aliases.

You can use an IP-only server. To create it, choose **“no domain”** during signup. Following the signup, you should change IP to Dedicated.

Configuring Domain Aliasing

Domain aliasing is creating domain names that point to other domains. For example, if your domain name is example.com, you can register another domain name, e.g. example.net and have it point to the location of example.com. This means, every Internet user who goes to example.net will land in example.com.

A **domain alias** may have:

- its own DNS zone;
- custom DNS records;
- separate mail service.

The new concept of domain aliasing is treating domain aliases as full-featured domains. It means that they can be registered/renewed via domain registrar right from your control panel. Besides, domain aliases can be easily turned to full-featured hosting domains and vice versa.

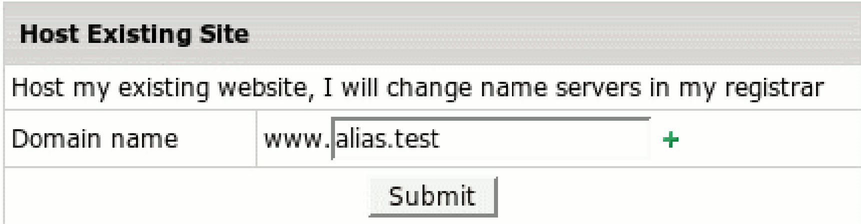
This concept provides you with more flexible approach to creating web hosting/mail service aliases. Currently, Parallels H-Sphere supports hosting/mail service alias for the following types of domains:

Hosting Domain Alias	**Mail Service Alias**
domain of *Host Existing Site* type Registered domain Transferred domain	domain of *Host Existing Site* type Registered domain Transferred domain

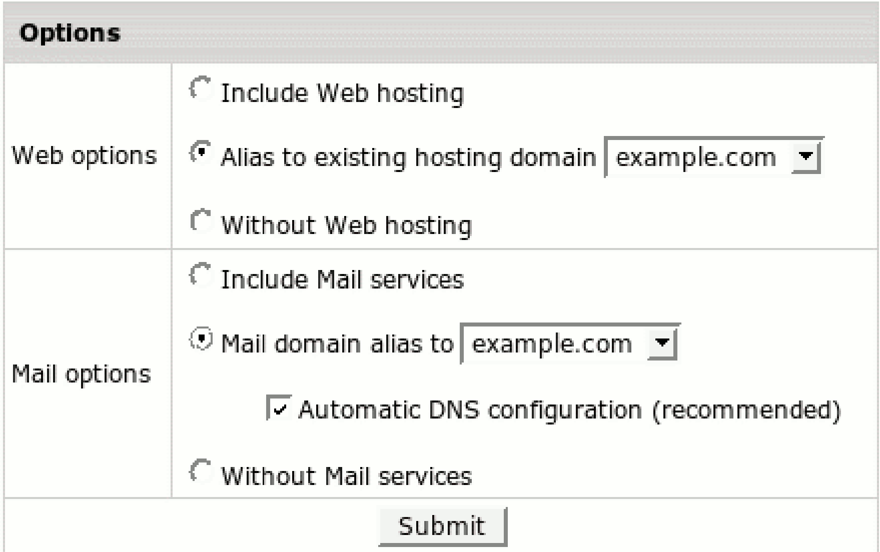
If you have domain aliases , they will continue to operate according to the old scheme. To make old aliases full-featured domains, remove them and then add again as described below.

➢ ***To configure new domain as a web hosting/mail service alias for an existing domain:***

1. Choose **Add New Domain** in **Domain Settings** menu.
2. Enter name for your alias and click **Submit**:



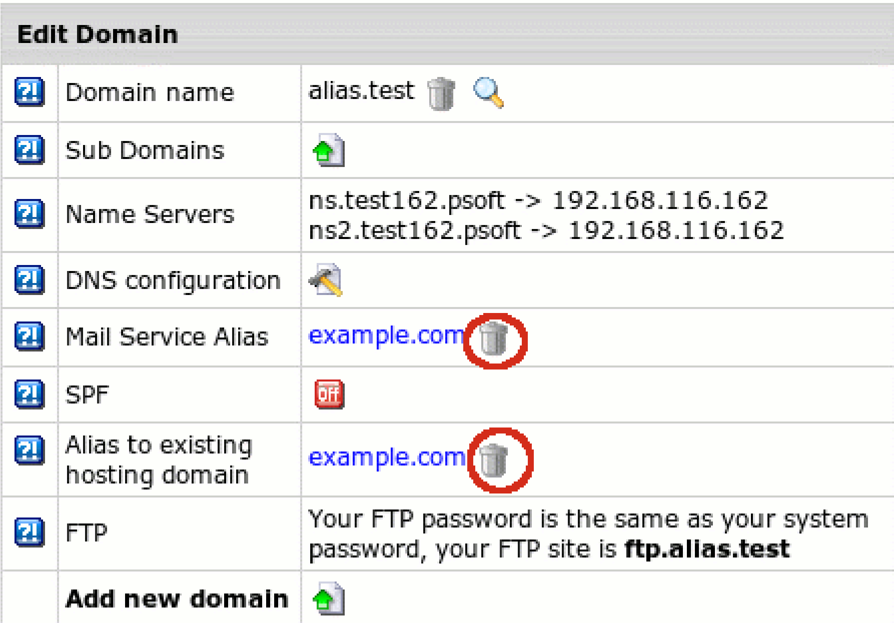
3. Click **Continue**. On the **Options** page choose settings according to the screenshot below.



4. Click **Submit**.

➢ *To disable web hosting/mail service alias for a domain:*

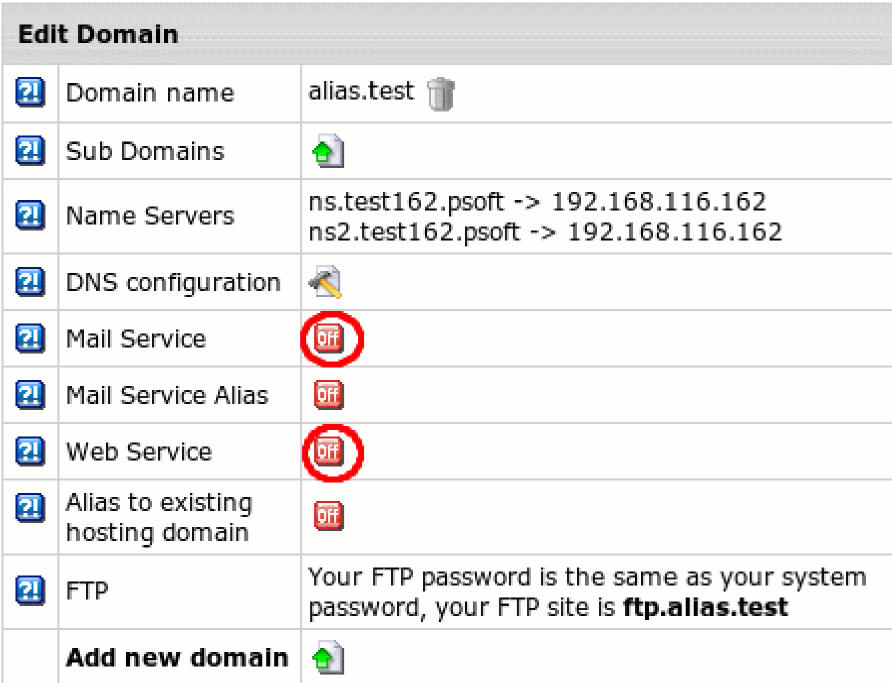
1. Go to **Edit Domain** page:



2. Click the **Trash** icon near **Mail Service Alias/Alias to existing hosting domain**.

➢ ***To turn domain/mail service alias to full-featured web/mail hosting domain:***

1. Go to **Edit Domain** page.
2. Click the **Trash** icon near **Mail Service Alias/Alias to existing hosting domain**.
3. Click **Off** near **Mail Service/Web Service**:



4. **Mail/Web Service** will show as enabled:

Edit Domain	
Domain name	alias.test
Sub Domains	
IP Address	192.168.116.162 (Shared IP) CHANGE to Dedicated IP
Name Servers	ns.test162.psoft -> 192.168.116.162 ns2.test162.psoft -> 192.168.116.162
DNS configuration	
Mail Service	ON
Web Service	ON
Transfer HTTP	**0 KB** used (since Oct 11, 2007)
HTML Directory Name	/hsphere/local/home/testing/alias.test
FTP	Your FTP password is the same as your system password, your FTP site is **ftp.alias.test**
Add new domain	

➢

➢ ***To register domains without web/mail service considered later either for hosting or for aliasing:***

1. Choose **Add New Domain** in **Domain Settings** menu.
2. Enter name for your domain and click **Submit**.
3. Click **Continue** and on the **Options** page choose settings exactly as shown on the below screenshot.

Options	
Web options	○ Include Web hosting ○ Alias to existing hosting domain [example.com] ◉ Without Web hosting
Mail options	○ Include Mail services ○ Mail domain alias to [example.com] ☑ Automatic DNS configuration (recommended) ◉ Without Mail services
Submit	

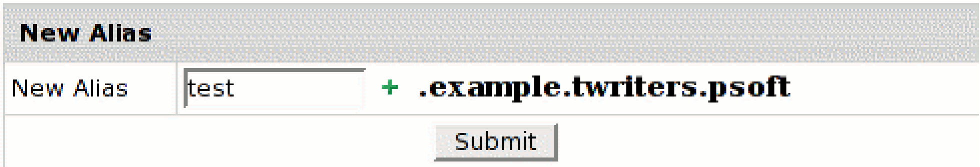
4. Click **Submit.** Later on the **Edit Domain** page turn ON either the **Service** buttons or the **Alias** buttons.

Adding Server Aliases

Server aliases are additional names for your virtual host. Unlike domain aliases, they are not added to your DNS zone, and are registered only with Apache. For instance, if your virtual host name is ***example.com*** and you also would like it to be available at www.example.com, you should add www server alias to the ***example.com*** domain.

➢ *To add a server alias:*

1. Go to **Domain Settings** > **Web Options**.
2. Click the **Edit** icon next to the domain you need.
3. Scroll down to the **Server alias** field and click the **Add** icon.
4. Enter server alias. It will be added to the list of server aliases for this virtual host name.



Configuring Domain Renewal

Domains transferred or registered from your control panel with a domain registrar need to be renewed once the registration period expires. In your account you can choose between manual and automatic renew modes.

This option is available only for domains registered from your control panel.

Although you will be sent an e-mail notification before your domain expires, you can choose whether to renew your contract with the registrar company manually or automatically. In the automatic mode, your domain name will be renewed for as many years as you specify in your control panel settings. In the manual mode, you would have to enter your control panel and click the Renew Domain link; otherwise the domain name will expire and become unavailable.

➢ *To set the renewal mode to automatic or manual:*

1. Go to your control panel **Domain Settings/Domain info** menu, and click the domain name link.
2. On the page that appears in section **Domain Renew Mode**, click the **Renew domain** link.

3. To switch to another mode, click the Edit icon. On the page that opens, select either **Manual** or **Automatic**.

With **Manual** renew mode, you will be warned about domain expiration in advance, so that you can renew the domain on time.

➢ *To renew your domain manually:*

1. Click the **Renew domain** link:

Renew domain	
Renew/registration date	Mon, Oct 10, 2005
Registration/last renew period in years	1
Total contract length in years	1
Expiration date	Tue, Oct 10, 2006
Advisable renew date	Mon, Oct 9, 2006
Renew domain for this many year(s)	1
Submit	

   - **Renew/registration date:** the date you registered your domain or last time renewed the domain registration.
   - **Registration/last renew period in years:** the period you registered or last time renewed the domain registration for.
   - **Total contract length in years:** the period you have registered your domain for (including all the renewals).
   - **Expiration date:** the date when your domain registration period expires.
   - **Advisable renew date:** the date you are advised to renew the domain registration.
   - **Renew domain for this many year(s):** set the period you'd like to renew the domain registration for.

2. Click **Submit** to confirm your renewal request and agree to charges, if any.

Warning: Make sure to renew your domain on time, as you won't be able to renew it from your **Control Panel** when it expires.

➢ *To configure automatic renewal:*

1. Go to your control panel **Domain Settings/Domain info** menu, and click the domain name link.
2. On the page that appears in section **Domain Renew Mode**, click the **Renew domain** link.
3. Select **Automatic** and enter the years to renew the domain for:

Renew domain	
Current renew mode	Automatic. Manual.
Submit	

If you have opted for an **Automatic Renew Mode**, the domain will be automatically renewed for the number of years you specified when choosing the **Domain Renew Mode**. The charges for a renewal will be made according to your plan settings.

Changing Domain Contact and Billing Information

Contact/billing info is available only for domains registered through Control Panel.

If you want to change either your contact or billing information for a registered domain, click the **Edit** icon in the corresponding section. Edit info in the form and check **Yes** in the **Affect Owner Info** entry:

Note: If your **.org** domain is locked, you won't be able to update your domain's contact/billing information via control panel! Unlock your domain first!

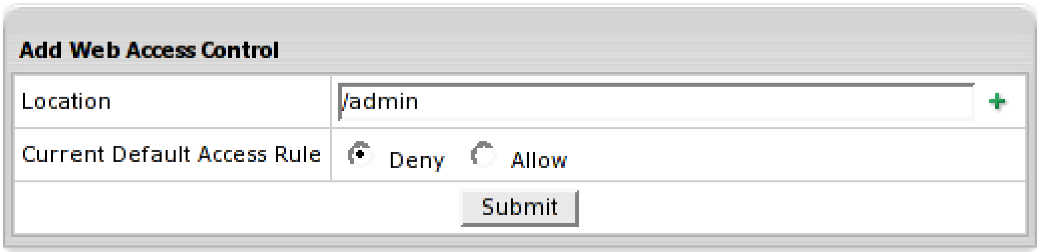
Adding Web Access Control

This document describes the **Web Access Control** resource which allows Linux users to add and configure web access for their domains to different locations. You can allow or deny access for domain names or IP addresses (groups of IPs).

By adding Web Access Control, you define the default order (type) of access.

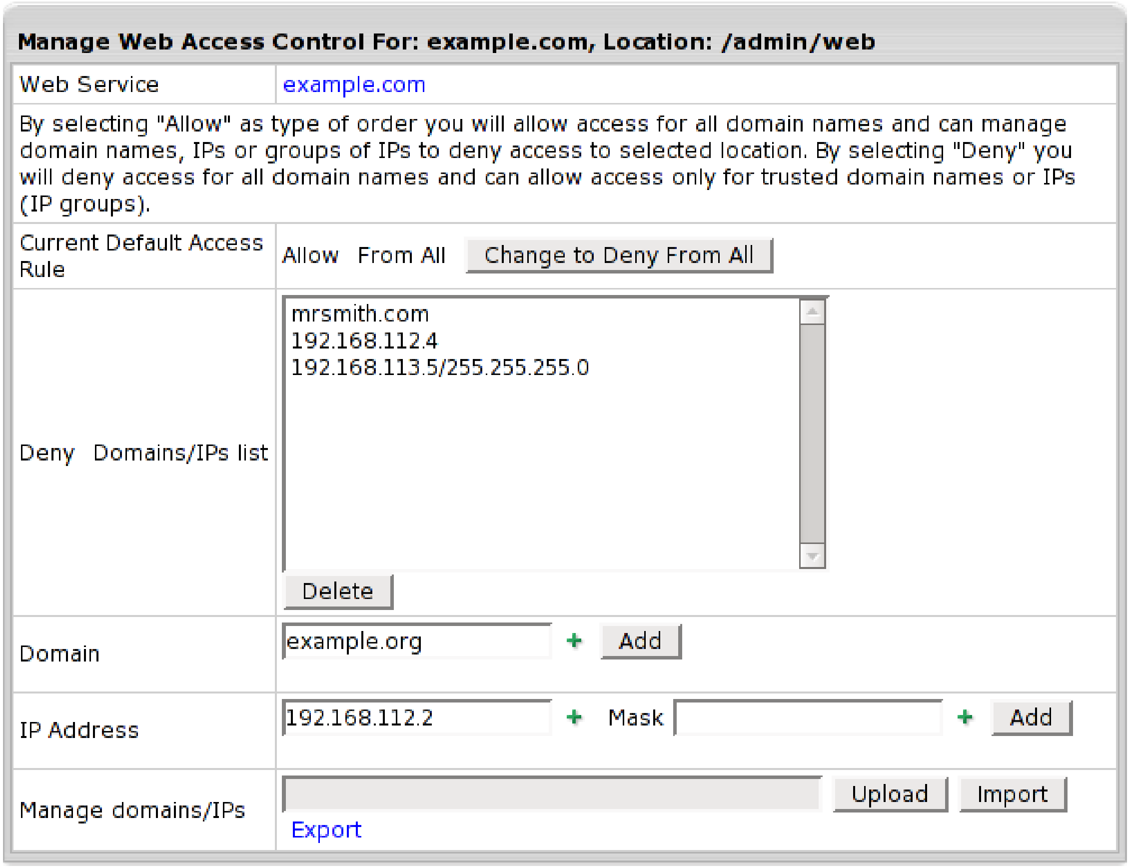
➢ ***To add Web Access Control in your User control panel:***

1. Go to **Domain Settings - > Web Options**
2. Scroll down to **Web Access Control** and click **Add**. Configure the form that shows.



3. Enter **Location** which provides for access control by URL
   - If **Current Default Access Rule=allow**, this location/web directory will be available for all domain names/IPs.
   - If **Current Default Access Rule=deny**, this location will be denied for all.
4. Submit to confirm.

By editing Web Access Control, you can add, delete, upload and export allowed or denied domain names/IPs.



- **Current Default Access Rule**: if necessary, you can change current default access rule.
- **Deny Domains/IPs list:** you can delete any domain or IP from the list

  If current default access rule=allow, you can define the list of domain names/IPs which have no access. If current default access rule=deny, you can allow access to defined domain names/IPs.
- **Domain**: type in a new domain and click **Add**
- Add **IP address** and **Mask**.
- Manage **Domains/IPs**: you can upload list domains/IPs from file and export existing list to file. If you define a group of IPs, you should add mask with the “/” in front of it, e.g: `192.168.112.5/255.255.255.0`

Note: Don’t forget about permissions on directories to where you want to upload/export files. If you don’t have permissions toread/write files, you cant’ upload/export your lists.

CHAPTER 6

DNS Settings

DNS can be considered something similar to a phone book. When you move from one location to another, your name stays the same, but your phone number may change. In order to point your name to the new phone number, you must contact the telephone service provider so they assign you the new phone number and update all directory information to reflect you as pointing to this new phone number.

In this way, the IP number can be compared to a phone number: When someone calls http://www.example.com/, your ISP looks at the DNS server, and asks "***how do I contact example.com?***" The DNS server responds: "***It can be found at 198.105.232.4".*** As the Internet understands it, this can be considered the phone number for the server, which houses the http://www.example.com web site.

The DNS records for your domain are kept on your hosting server in the place called DNS zone. When you register a domain by means of the control panel, all DNS records are automatically created for you, but in some rare cases you may need to add custom records to your DNS zone. An example would be when you want all e-mail to be processed by an external mail server rather than by the built-in mail system. However, such user intervention requires knowledge of DNS configuration and clear understanding of what is to be done.

In this chapter:

Removing And Restoring Built-in DNS Records

➢ ***To remove/restore built-in (default) DNS records of all types (A, CNAME, MX and TXT) from your control panel:***

1. Select **Domain info** in the **Domain Settings** menu.
2. On the page that appears, click the **Edit** icon in the **DNS Configuration** field:

Edit Domain	
Domain name	unixtest.test200.psoft
Sub Domains	
IP Address	192.168.114.200 (Shared IP) CHANGE to Dedicated IP
Name Servers	ns.test200.psoft -> 192.168.114.200
DNS configuration	
Mail Service	ON
Web Service	ON
Transfer HTTP	**0 KB** used (since May 25, 2004)
HTML Directory Name	/hsphere/local/home/unixtest/unixtest.test200.psoft
FTP	Your FTP password is the same as your system password, your FTP site is **ftp.unixtest.test200.psoft**
Domain aliases	
Add new domain	

3. On the **DNS configuration** page click **Trash** for the record you want to remove:

DNS configuration				
Zone: example.test				
Name	**TTL**	**Class**	**Type**	**Data**
Built in A records				
*.example.test	86400	IN	A	10.140.112.3
example.test	86400	IN	A	10.140.112.3
Restore default A records				

4. To restore the record, click **Restore default records**.

Creating Custom DNS Records

➢ ***To create a custom record to your DNS zone:***

1. Select **Domain info** in the **Domain Settings** menu.
2. On the page that appears, click the **Edit** icon in the **DNS Configuration** field.
3. This link will take you to the **DNS Configuration** page:

DNS configuration

Zone: unixtest.test200.psoft

Name	TTL	Class	Type	Data
Built in A records				
unixtest.test200.psoft	86400	IN	A	192.168.114.200
*.unixtest.test200.psoft	86400	IN	A	192.168.114.200
Custom A records				
Add DNS A Record				
Built in MX records				
unixtest.test200.psoft	86400	IN	MX	10 mail.test200.psoft
Custom MX records				
Add DNS MX Record				
Built in CNAME records				
mail.unixtest.test200.psoft	86400	IN	CNAME	mail.test200.psoft
Custom CNAME records				
Add DNS CNAME Record				

4. On this page you can see several blocks of DNS records.

You can add any type of DNS records by clicking an appropriate link. You will be asked to enter corresponding DNS data.

Adding Custom A Records

Normally, A records are used to map domain names and web server IP.

New custom A DNS *record*

$ORIGIN unixtest.test200.psoft

Name	TTL	Class	Type	Data
example +	86400	IN	A	192.168.112.111 +
Submit				

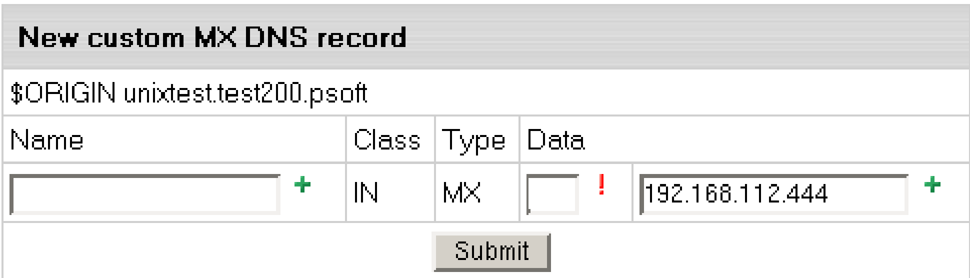
- **Name**: enter the string to map to the web server.
- **TTL**: set how many seconds will elapse before the record is refreshed in the DNS cache.
- **Data**: enter the IP of the web server.

Warning: Please pay attention to $ORIGIN when you add an A record.

Adding Custom MX Records

Custom MX records should be added when you want to use your external mail servers to process your e-mail. To use your external servers instead of those you get by default, you need to disable mail service on the **Domain Settings** page of your control panel. To use the external mail servers in addition to those you get by default, you need to keep mail service enabled in the control panel. The priority of the custom MX record will define whether your external servers will act as secondary or primary. For instance, if you set the priority of the custom MX record higher than 10 (e.g. 11), your external mail server will be used as secondary. If you set the priority of the custom MX record lower than 10 (e.g. 9), your external mail server will be used as primary. In the latter case, your mail will be sent to your external mail server until it goes down or becomes otherwise inaccessible. Then the default mail server will take over.

When you enable mail service in the control panel, an MX record is created automatically in the DNS zone. If mail service is disabled, this built-in MX record remains in the DNS zone, and you can remove it manually using the control panel interface.

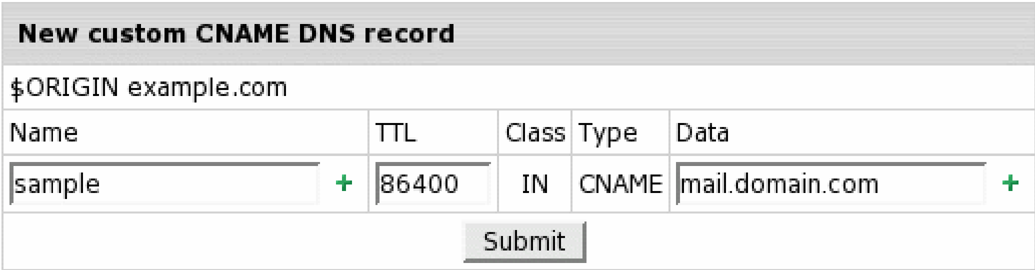


- **Name**: your local domain name. If you leave the **Name** field blank, all mail will be redirected for the base zone.
- **Data**: the priority of the record and mail domain name (not the IP) mail will be forwarded to.

Important: To add an MX record for the base domain, leave the **Name** field empty.

Adding Custom CNAME Records

Finally, CNAME records are used to map aliases with domain names.



- **Name**: The alias you give to the real host name.
- **TTL**: set how many seconds will elapse before the record is refreshed in the DNS cache.
- **Data**: The real name of the host you create an alias to. This must be an official host name. It cannot be an alias. A CNAME-record should always point to an A-record to avoid circular references.

Warning: Please pay attention to $ORIGIN when you add a CNAME record.

C H A P T E R 7

Web Site Creation and Publishing

Your account comes with a comprehensive suite of Web tools that will help you create a professional Web site without knowing HTML, manage files in your home directory and protect any directory on your site.

In this chapter:

Parallels SiteStudio

Before you pay a fortune to a Web design studio or waste hours making a nice-looking web site in FrontPage, consider our online site builder Parallels SiteStudio that will create you a professional Web site in a matter of minutes and post it to your directory on the server.

Note: In Parallels H-Sphere 3.3 or higher we recommend migrating from SiteStudio to Parallels Presence Builder (on page 41).

➢ ***To start SiteStudio:***

1. Go to **Domain Settings** > **Web Options** menu for chosen domain.
2. Click **Login** in the **SiteStudio** section to launch Parallels SiteStudio control panel in a new window.

Parallels Plesk Sitebuilder

Parallels Presence Builder is a powerful tool designed by Parallels for creating and publishing your Web sites even without having proper skills in Web design.

➢ ***To enable and configure Parallels Presence Builder in your control panel:***

1. Go to **Domain Settings > Web Options** for your domain.
2. Find the **Sitebuilder Site** field and click the red square icon to enable Parallels Presence Builder for your domain.
3. Pass through the Parallels Presence Builder setup wizard. You will be prompted to configure which Parallels Presence Builder plan will be used for your Parallels Presence Builder resource. For this, click the **pencil** icon next to the **Sitebuilder plan** field. On the page that appears you will see the plan currently used for your Parallels Presence Builder resource and the list of available plans. To get acquainted with plan details, click the **magnifier** icon next to a respective plan. To choose or change the current plan, choose one from the drop-down menu and click **Submit**.

   Alternatively, these settings are available from the **Domain Settings > Sitebuilder** menu.
4. Parallels H-Sphere users who already have Parallels SiteStudio may test Parallels Presence Builder without charge during the trial period set by their Parallels H-Sphere administrators. Otherwise, users who enable Parallels Presence Builder will be charged immediately after they go through the setup wizard.

   During the trial period, a user may click a respective icon to accept or reject the Parallels Presence Builder resource before the end of the trial period.
5. Once Parallels Presence Builder is enabled, you will see some other controls next to the **Sitebuilder Site** field. Click the **Sitebuilder setup page** icon to log into your Parallels Presence Builder control panel (`http://`IP`:8080/` by default). Here you can change the look of your site.
6. To view a new site's design, click the **magnifier** icon next to the **Sitebuilder Site** field. The site will open in a new window. Build your site and click **Publish** to upload it to the Web.

➢ ***To migrate existing sites from Parallels SiteStudio to Parallels Presence Builder:***

1. Go to **Domain Settings > Web Options** for your domain.
2. If you already have Parallels SiteStudio (on page 40) enabled for this domain, you will see the **migrate** icon next to the **Sitebuilder Site** field. Just click this icon and confirm to start the migration process and make your site available in the Parallels Presence Builder control panel.
3. After the migration is over, you will be brought back to the **Web Options** page.

4. Now your site available in the Parallels Presence Builder control panel. You may click the respective icon next to the **Sitebuilder Site** field to log into Parallels Presence Builder, edit and publish your site migrated from Parallels SiteStudio.

CHAPTER 8

Web Site Navigation

This chapter introduces you to the tools that enhance your site navigation.

In this chapter:

Redirect URL

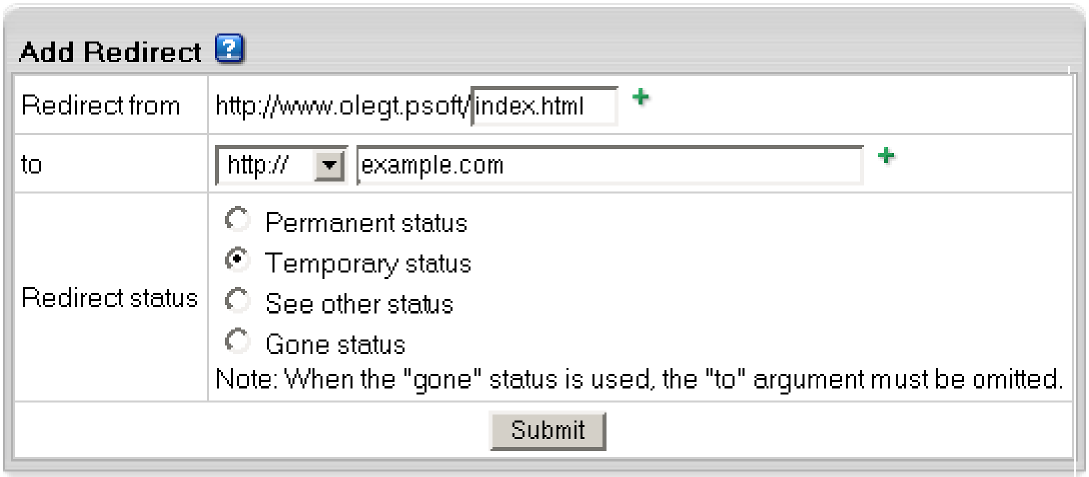
Use this feature to redirect your visitors from one web page to another or even to a different Web site.

➢ ***To create a redirect in a Unix-based account:***

1. Go to **Domain Setting** > **Web Options** for the domain you need.
2. Scroll down to find the **Redirect** option and click the **Add** icon next to it.
3. Agree with the charges.
4. On the page that appears, create the redirect rule.

Unix-based accounts

Entering `http://www.examples.com/products` into the Redirect from field and `http://www.examples.com?param1=yes` in the to field, will take all the `http://www.examples.com/products` visitors to the `http://www.examples.com?param1=yes` page.



If you leave the **Redirect from** field empty, visitors will be redirected from any location in the site. In the **to** field, you can enter URLs with parameters, as illustrated in the screenshot above.

Leave **Redirect status** as is unless you want to change the default:

- **Permanent**: returns a permanent redirect status (301) indicating that the resource has moved permanently.
- **Temporary:** returns a temporary redirect status (302). This is the default and indicates to the client that the resource has moved temporarily.
- **See other**: returns a “See Other” status (303) indicating that the resource has been replaced.
- **Gone**: will cause a visitor’s browser display “The requested resource is no longer available on this server and there is no forwarding address. Please remove all references to this resource.” message when trying to go to the ‘to’ URL.

Windows-based accounts

In Windows plans, redirect works in a slightly different manner:

- **The exact URL entered above**
  redirects requests for any files in the indicated directory to one file. For example, to redirect all requests for products.html file to the following URL: ‘www.example.net’, enter www.example.net/products.html in the **To** field and select this option.
  You can redirect requests to URLs with parameters, for example www.examples.net/?param1=yes
  *Note: you can redirect requests for files and directories both to your own site and to any other external URL.
- **A directory below this one**
  redirects a parent directory to a child directory.
  - For example, to redirect your ‘examples.net/products’ directory to a subdirectory named ‘news’, enter ‘excample.net/products/news’ in the ‘**to**’ text box and select this option. Without this option, the Web server will continually map the parent to itself.
- **A permanent redirection for this resource**
  sends the following message to the client: ‘301 Permanent Redirect’. Redirects are considered temporary, and the client browser receives the following message: ‘302 Temporary Redirect’. Some browsers can use the ‘301 Permanent Redirect’ message as the signal to permanently change a URL, such as a bookmark.

Directory Indexes

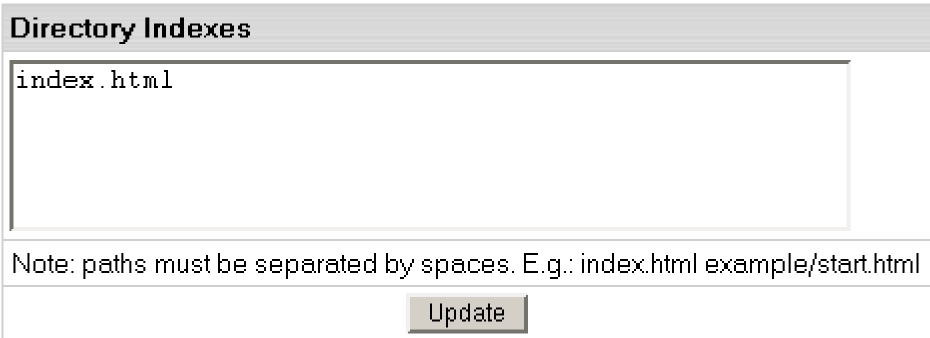
This tool allows you to set your own index pages instead of those specified in the default settings. In other words, you can tell your visitors' browsers which page to load as they hit your domain. Usually, it's `/index.html` by default, but you can set any other custom welcome page.

Example: If a visitor goes to your site http://www.example.com, the first page to open will be `http://www.example.com/index.html`. However, if you set `/welcome.html` as the directory index, the page to open will be http://www.example.com/welcome.html.

Warning: your custom index pages won't add to the defaults; they will replace them. Therefore, make sure to enter the full list of indexes you would like to have in your configuration.

➢ *To set your custom directory indexes:*

1. Go to **Domain Setting** > **Web Options** for the domain you need.
2. Scroll down to find the **Directory Indexes** option and click to enable it. Agree with the charges if any.
3. In the box that appears, enter the names for files that will be treated as indexes. Put file names in the descending order of priority and separate them with spaces (for example, `index.html cgi.bin about.html`).



4. *Skip this step if you are using a Windows-based plan.* At the top of the **Web Service** page, click the **Apply** link for the Server configuration to change. The changes will take effect within 15 minutes.
5. To edit the list you have made, click the **Edit** icon next to the **Directory Indexes** option: with spaces (`index.html cgi.bin about.html`).

If you are using a Unix-based plan, click the **Apply** link at the top of the **Web Service** page.

Error Pages

Use this utility to define what will be done if a requested page on your site is missing or fails to open for any other reason. In order to specify your own Error Documents, you need to be slightly familiar with the server returned error codes:

Successful Client Requests	**Client Request Errors**	**Server Errors**
200 OK	400 Bad Request	500 Internal Server Error
201 Created	401 Authorization Required	501 Not Implemented
202 Accepted	402 Payment Required (not used yet)	502 Bad Gateway
203 Non-Authoritative Information	403 Forbidden	503 Service Unavailable
204 No Content	404 Not Found	504 Gateway Timeout
205 Reset Content	405 Method Not Allowed	505 HTTP Version Not Supported
206 Partial Content	406 Not Acceptable (encoding)	
Client Request Redirected	407 Proxy Authentication Required	
300 Multiple Choices	408 Request Timed Out	
301 Moved Permanently	409 Conflicting Request	
302 Moved Temporarily	410 Gone	
303 See Other	411 Content Length Required	
304 Not Modified	412 Precondition Failed	
305 Use Proxy	413 Request Entity Too Long	
	414 Request URI Too Long	
	415 Unsupported Media Type	

➢ ***To configure Error Pages:***

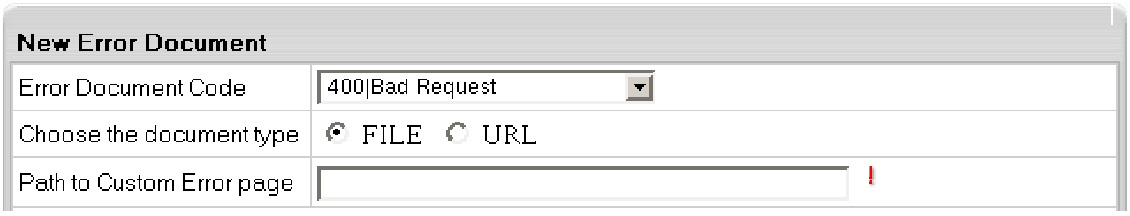
1. Go to **Domain Setting** > **Web Options** for the domain you need.
2. Scroll down to find the **Error** option and click the **Add** icon on its right.
3. In the form that appears, enter the error document settings:

➢ *For Unix accounts:*

- **Error Document Code**: choose the one you need from the drop-down box.
- **Message or URL**: the path to the page with ERROR message
  IMPORTANT: if ErrorDocument 401 is chosen in Error Document Code, the path must be relative to the local user's site home root
- **Type**: Specify if the text in the previous field must be treated as a URL (**Redirect**) or as a text message (**Message**).

For Windows accounts:

Users will get a slightly different form to enter the path to the custom error page. Note that the path should be relative to the home directory, not to the virtual host directory.



If you check **FILE**:

- only static error page files can be used;
- the same error page files for this domain can be shared with other account domains.

For instance, with the following file path, all account domains will share this error page: `pages\404_error.html`

- use the "\" character as a delimiter in the file path;
- do not start the file path with "\".

If you check **URL**:

- it will allow you to use scripts (php/ASP) to dynamically generate error pages (alternatively, use static error page files for each type of error page);
- error page files for this domain can't be shared with other domains;
- "Path to Custom Error page" must be relative to the virtual host and start with "/".

Server Side Image Map

This feature allows your server to regard files with a specific extension as map files. In other words, the server checks the file with the specified extension to define the links of an image (unlike a client-side image map, which uses the information inserted into the HTML code) and reports back to the browser where to go.

➢ *To add an image map file extension:*

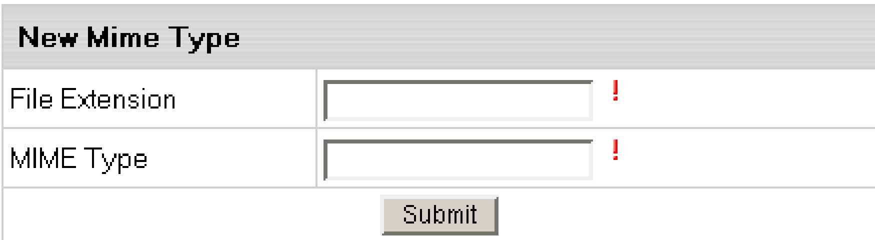
1. Go to **Domain Setting** > **Web Options** for the domain you need.
2. Scroll down to find the **Server Side Imagemap** option and click the **Add** icon on its right.
3. Agree with the charges.
4. Enter the file extension beginning with a dot:

MIME Types

This utility allows defining file formats that are not defined in web browsers. This enables the browser to display or output files that are not in HTML format, just like it displays simple text files, .gif graphics files and PostScript files.

➢ *To add a definition for your own file format:*

1. Go to **Domain Setting** > **Web Options** for the domain you need.
2. Scroll down to find the **MIME Type** option and click the **Add** icon on its right.
3. Agree with the charges.
4. On the page that appears, enter the extension for this file type:



5. Begin file extension with a dot. The MIME type must comply with MIME type specifications, for example, `text/rtf` or `video/mpeg`.

WAP Support

WAP (**W**ireless **A**pplication **P**rotocol) is a secure specification that allows users to access information instantly via handheld wireless devices such as mobile phones, pagers, two-way radios, smartphones and communicators. Although WAP supports HTML and XML, the WML language (an XML application) is specifically devised for small screens and one-hand navigation without a keyboard. WAP also supports WMLScript.

To add support for WML or WMLScript, add the following MIME Types (on page 49):

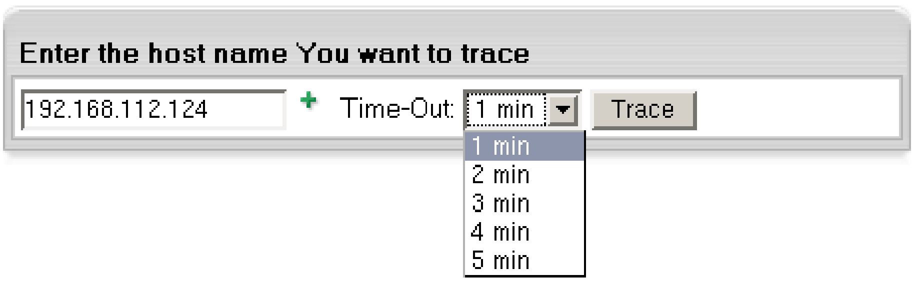
Content	**MIME Type**	**File Extension**
WML Source	text/vnd.wap.wml	.wml
Compiled WML	application/vnd.wap.wmlc	.wmlc
WMLScript source	text/vnd.wap.wmlscript	.wmls
Compiled WMLScript	application/vnd.wap.wmlscriptc	.wmlsc
Wireless Bitmap	image/vnd.wap.wbmp	.wbmp

Reverse Traceroute

This net troubleshooting tool allows you to ping any Internet host from your hosting server. In other words, you can use this tool to determine if a host is reachable and how long it takes for the signal to go all the way through.

➢ ***To launch the Reverse Traceroute tool, do the following:***

1. Select **Trace Route** link in the **Domain Settings** menu.
2. In the form that appears, enter the host name or the IP address of the server you would like to ping:



3. Select the time-out period. If you see the connection is slow, select a bigger period.
4. Click **Trace** and wait for the result. The next page will show all the hosts that were passed to reach the target server.

CHAPTER 9

FTP Management

After signup users are provided with FTP access to their home directory. To establish an FTP connection, you will need the following pieces of information: **FTP login**, **FTP password**, and **FTP host name**.

To find this information, select **FTP User** link in **FTP/User Account** menu.

FTP User

TT	Parameter	Value
	Login	testing File Manager (HtProtect)
	Password	
	Quota	**0 MB** used out of **200 MB** in **unlimited** files
	Transfer FTP	**0 KB** used (since Feb 8, 2006)
	Group	testing
	Home Directory	/hsphere/local/home/testing
	Host Name	web.twriters.psoft
	FTP sub-accounts	admin

- **Login** is the login to be used to enter a user directory via FTP. It is automatically generated on the basis of the account name.
  Note: instead of using an FTP client, you may choose here Parallels H-Sphere built-in Web-based file manager WebShell (on page 53) by clicking the **File Manager (HtProtect)** link.
- **Password** is by default the password associated with your username. If necessary, you can change (on page 17) and hence make it different from you control panel password.
- **Host Name** is a web server domain name to be used to access files via FTP.

There are different ways to allow guest users to download, upload or view files in dedicated directories of your account:

- FTP subaccounts
- Virtual FTP
- Anonymous FTP

They will be described later in this chapter.

In this chapter:

WebShell File Manager and htProtect

WebShell allows you to copy, move, delete, and rename files and directories in your home directory on the server. Also, you can use it to upload, download, compress and decompress files as well as preview them in the browser.

htProtect utility is integrated into **WebShell**. Protect utility allows you to password-protect any directory on your site so only authorized visitors can open its content with their browsers.

➢ *You can launch WebShell in two different ways:*

- From the **Quick Access** page, click **File Manager** under the **Tools** section.
- Go to **FTP/User account>FTP User** menu of your Control Panel and click the **File Manager (HtProtect)** link on the page that appears.

WebShell and **htProtect** manuals are available from the **WebShell** interface, **Help** button.

WARNING *(For Windows-based accounts)*:
When you want to password protect a folder in WebShell that is accompanied with creating a user, authentication problem can arise as WebShell will not check whether system account with the same user name exists. There are two ways to prevent this problem:
- Create a user in WebShell based on the name of your own FTP account. For example, FTP account name is `mike`. Then user name in Webshell can be `mike`***NNNN***, where ***NNNN*** are some other symbols.
- If you want to protect a folder using your own **FTP account name**, you should set the same password in **Webshell** as for **FTP account**.

Make sure you are logged off Webshell before browsing untrusted sites from the same browser window.

FTP Subaccounts

The simplest way to authorize your friends or colleagues to work with particular directories of your account is to create FTP subaccounts. An FTP subaccount is a combination of a username and a password, which gives full FTP permissions to a single directory, without giving access to the root directory, other directories or the control panel. No dedicated IP is required for FTP subaccounts. Although each FTP subaccount has a login which is different from yours, both have the same ID in the system.

➢ *To create a new FTP subaccount:*

1. Select **FTP User** link in **FTP/User Account** menu.
2. At the bottom of the page that shows, find **FTP sub-accounts** (or **System accounts** in Parallels H-Sphere 3.0 and up) and click the **Add** icon.

3. On the next page, enter the FTP login and password that will be used by this other user, and the directory this user will be restricted to. The directory must be relative to your home directory. If you leave the **directory** field empty, FTP sub-users will have access to your whole home directory.

   Notes:

   - FTP subaccount's directory can be multi-level nested subdirectory relative to your home directory.
   - For Windows accounts you must use the "\" character as a delimiter in the path.
   - You must not add the leading slash (`domain.com/dir/subdir` for Unix, `domain.com\dir\subdir` for Windows).

4. In Parallels H-Sphere 3.0+, when creating FTP subaccounts you can also make the FTP subuser being set up a SharePoint user. For this, on the first step check **Allow sharepoint access** as well and enter SharePoint settings (on page 203).

FTP subaccount traffic is a part of the **Total/Summary** traffic (on page 127), but you can always see how much FTP traffic has been run up by an individual FTP subaccount by going to the **FTP Manager** page and clicking the **Edit** icon next to the subaccount login.

Important: Windows FTP-subaccounts work only if Webshell (on page 53) version is 4.3.2 and up.

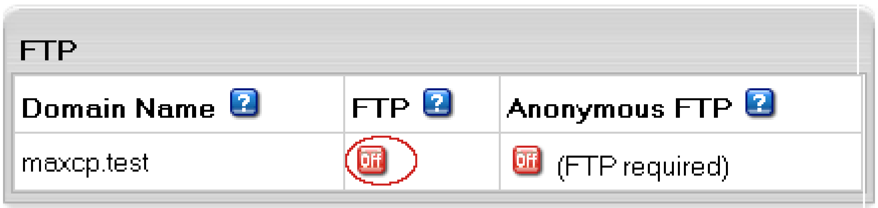
Virtual FTP

Only for Unix-based accounts

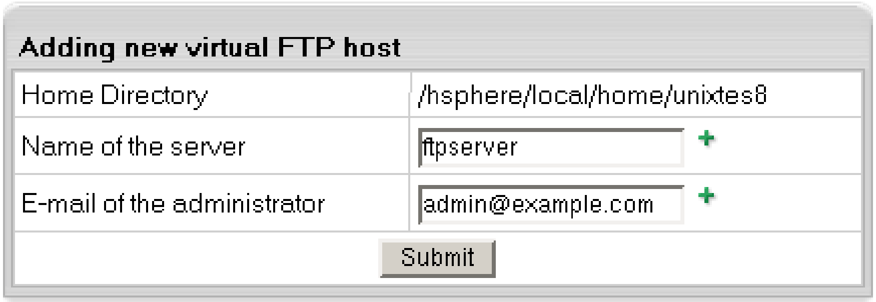
Virtual FTP provides ampler possibilities than FTP sub-accounts. You can give your authorized Virtual FTP users access to more than one directory and specify a different set of permissions for each directory. Virtual FTP users log right into your root, but can enter only those directories you allow them to enter.

To provide Virtual FTP Access to a certain domain, do the following:

1. If you are using a dedicated IP, skip this step. Otherwise, switch to dedicated IP (on page 24).
2. Select **FTP** in **FTP/User Account** menu.
3. Enable FTP for this domain:

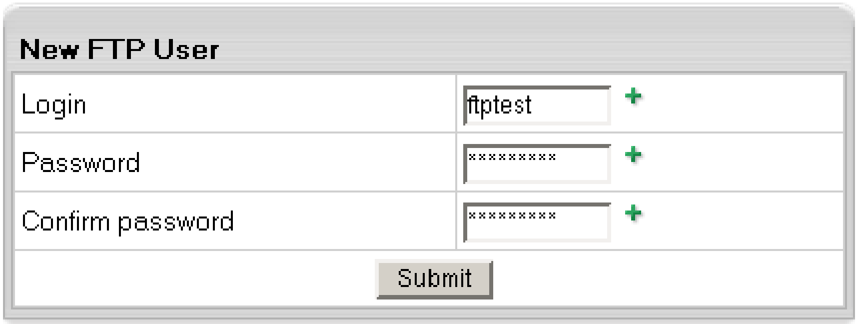


4. If you have several domains, choose the one to enable virtual FTP for.
5. Click the confirmation link to agree with the charges.
6. Fill the form that appears:

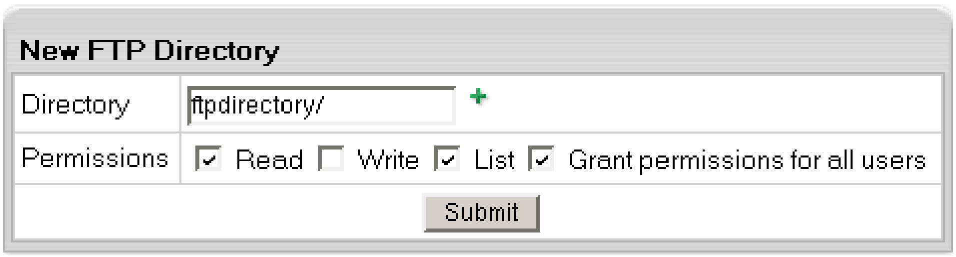


- Add **Name of the Server** for the new virtual host. This name will appear in the welcome message when guest users connect to your server with FTP clients.
- Enter **E-mail of the administrator** by which FTP users can reach you with questions or comments.

7. Create a new Virtual FTP User by going to the **FTP Host** page and clicking **Add** for **Virtual ftp-users**



8. Click the **Add** icon for **Virtual FTP Directories** and enter the name for the new Virtual FTP Directory:



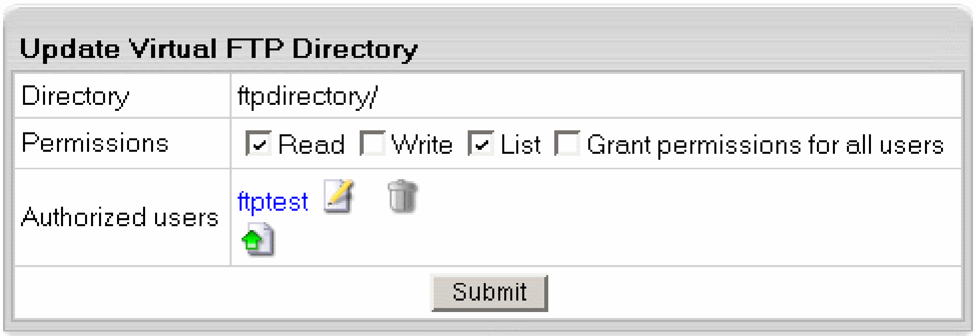
End it with a slash, for example: `Dir1/`. The location must be specified relative to root.

To create a virtual FTP directory inside a different directory, include the path, for example, `UserDirs/Dir1/`.

On the same page, specify permissions to this directory:

- **Read**: check to allow file downloads from this directory.
- **Write**: check to allow file uploads to this directory. **List**: check to allow viewing / browsing the contents of the directory. It is usually used jointly with **Read**.
- **Grant Permissions to all users**: check to grant these permissions to all your Virtual FTP users. If you leave this property unchecked, you will have to define permissions on this directory individually for each Virtual FTP User.

9. Click the **Edit** icon next to the directory you have just created. If you haven't granted the same permissions to all your Virtual FTP Users, you can specify permissions for each of them individually:



If you have chosen to grant the same permissions to all users, you can skip this step.

Anonymous FTP

This feature allows you to give public FTP access to a dedicated directory in your account. A special directory is created in your root, and its content can be viewed and downloaded, and for Windows-based accounts uploaded as well.

Note: In Unix-based accounts Anonymous FTP becomes available only after you create a Virtual FTP server.

➢ ***To configure Anonymous FTP:***

1. Select **FTP in FTP/User Account** menu.
2. If you have several domains, choose the one to enable virtual FTP for. On the page that appears, switch to dedicated IP. (Read more about Shared and Dedicated IPs (on page 24).)

   Skip this step if you have already enabled Virtual FTP.
3. For Unix-based accounts, select **FTP in FTP/User Account** menu. Enable FTP for this domain and agree with the charges:

FTP

Domain Name	FTP	Anonymous FTP
maxcp.test	Off	Off (FTP required)

4. On your control panel home page, select **FTP in FTP/User Account** menu. Enable Anonymous FTP for this domain:

   in Unix:

FTP vhost	
Home Directory	/hsphere/local/home/ftpuser
Name of the server	ftpserver
E-mail of the administrator	olesya@psoft.net
IP Address of the FTP server	192.168.116.245
Virtual FTP traffic	**0 KB** used out of 1.0 GB limit
Virtual ftp-users	
Virtual ftp-directories	
Anonymous FTP	ON
Anonymous FTP Upload Facilities	Off

in Windows:

FTP		
TT	**Domain name**	**Anonymous FTP**
	example.test	

5. Agree with the charges if any.
6. For Windows-based accounts, set the new FTP virtual host:

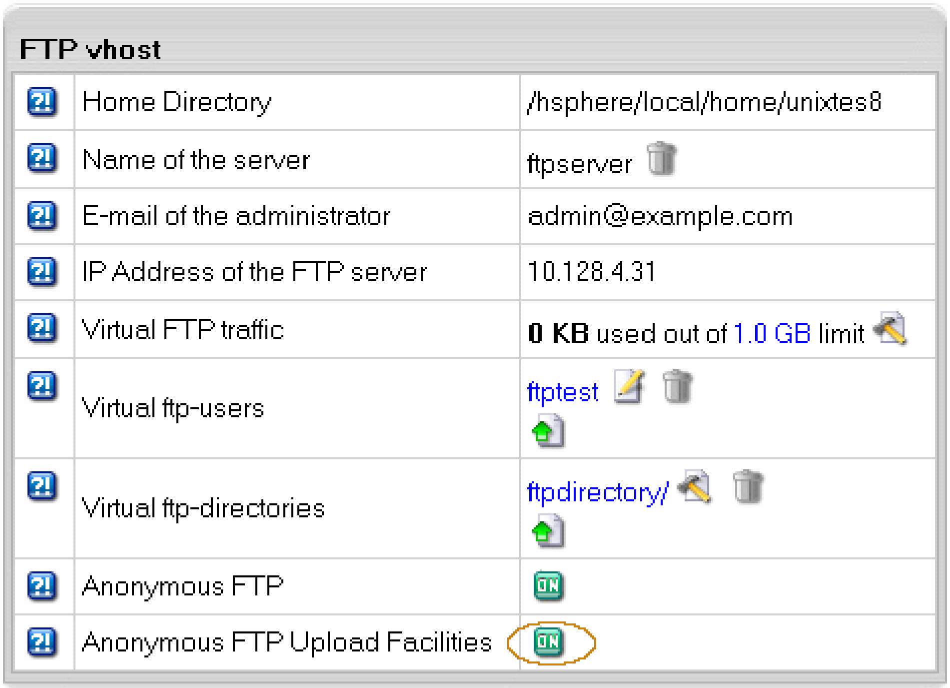
New FTP virtual host		
FTP server	ftp.example.test	
FTP server IP	10.140.112.1	
Initial status	Running	Stopped
Upload directory	Enabled	Disabled
Name of the server	aftp.example.test +	
Submit Query		

Anonymous FTP Upload Facilities

Only for Unix-based accounts

If you want to allow anonymous FTP users to upload files, enable **Anonymous FTP Upload Facilities** by doing the following:

1. Enable Anonymous FTP (on page 51).
2. At the bottom of the **FTP vhost** page you will find a new option to enable anonymous FTP upload facilities:



3. Turn it on. This will create a dedicated directory inside the Anonymous FTP directory.
4. The **Uploads** (Windows-based plans) / **Incoming** (Unix-based plans) directory has only the ‘upload’ permissions, so it will allow neither downloading nor viewing its content.

C H A P T E R 1 0

SSH Access to Server

SSH is a secure form of Telnet connection, using an RSA key. It is a more powerful means of access than FTP, as it provides a command line interface for running scripts, etc.

At the same time, SSH allows more possibilities for error, and actions which may cause harm to the server. Therefore, SSH access is a privilege to an account. It can be revoked at any time if user's activities appear detrimental to the health of the server.

In this chapter:

Accessing Your SSH Account

➢ ***To request shell access to the server:***

1. Select **FTP User** in the **FTP** menu.
2. Enable **Shell Access** and administrator will receive the request on his control panel.
3. Agree with charges, if any.
4. Click the **Request Status** link that appeared to learn if your request has been processed by administrator. Depending on the request status, the **Request status** will show up as not reviewed by administrator or granted by administrator.
5. If shell access is granted by administrator, it turns ON and opens you access to the server.

Important: Parallels H-Sphere 3.1+ users with SSH access enabled will be automatically limited to their home directory. This is done for security reasons, in order to restrict users from running certain commands and accessing system directories. However, users will still be able to create, copy, move, rename and delete files and directories and run a variety of utilities and file managers:

- Utilities: `cat, echo, ln, mkdir, ps, rm, sh, cp, date, kill, ls, mv, pwd, rmdir, sleep, md5/md5sum, ping, awk, diff, find, id, sed, tar, whereis, basename, dirname, grep, ldd, sort, touch, which, cut, du, head, more, tail, vi, whoami, clear`.
- File managers: `mc, ytree, vifm, deco`.

Running Shell Scripts With Crontab

Crontab allows you to clock and run your own Unix shell scripts automatically. It is available only in Unix-based plans and requires the knowledge of Unix shell commands.

➢ *To enable crontab jobs:*

1. Select **FTP User** in the **FTP** menu.
2. Enable **Crontab**.
3. Agree with charges, if any.
4. Click the **Edit** icon for **Crontab**.
5. On the page that appears, add the crontab job.
   - Commands are executed by cron when the minute, hour, day and month fields match the current time, and when at least one of the two day fields (day of month, or day of week) match the current time. If you want to set any **minute, hour, day**, enter * symbol.
   - In the **Command** box write a command to be executed by cron, i.e. path relative to your root home directory.
   - The **Mail-To** address is where the system will direct reports if errors occur.

To delete a job, check the box in the **Delete** section and click **Submit Query**.

C H A P T E R 11

Dynamic Web Content

This document explains how to add support for dynamic Web pages, such as CGI, PHP, ColdFusion, or ASP scripts.

In this chapter:

CGI Scripts

To add CGI support, it will suffice to create a CGI alias or, in other words, to specify a CGI file extension and a CGI handler for it, for instance Perl. For example, you can specify that all *.cgi files must be treated as executable Perl scripts.

➢ ***To add a CGI alias:***

1. Select **Domain info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. On the **Web Service** page that shows, scroll down to find the **CGI-dir** option and turn it on. Now all files in the cgi-bin directory will be treated as CGI executables. This is the directory to place all your cgi scripts.
4. On the **Web Service** page, scroll down to find the **CGI** option and click the **Add** icon on its right.
5. Enter an extension beginning with a dot and select the handler from the list.

PHP

You can add support to your own PHP scripts. Currently, we support 4.x and 5.x.

➢ ***To add PHP support, do the following:***

1. Select **Domain info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. On the **Web Service** page, scroll down to find the **PHP** option and turn it on.
4. If you wish to have the different PHP version than the default one set by the administrator. Choose the **PHP** version from the drop-down box if you wish to have the different version than the default one set by the administrator. Agree with the charges.
5. *Skip this step if you are using a Windows-based plan.* At the top of the **Web Service** page, click the **Apply** link for the Server configuration to change. The changes will take effect within 15 minutes.
6. On the **Web Service** page, click the **Add** icon that has appeared next to the **PHP** option.
7. On the page that appears, enter an extension for your PHP pages beginning with a dot, for instance *.php4*. Select the MIME type from the list.
8. *Skip this step if you are using a Windows-based plan.* At the top of the **Web Service** page, click the **Apply** link for the Server configuration to change. The changes will take effect within 15 minutes.
9. Starting from H-Sphere 3.1, you have more PHP configuration options. To access them, first disable the **PHP** resource on the **Web Service** page and then enable the **Advanced PHP** resource. You can choose between the following modes, if enabled by your administrator:
   - **libphp** - PHP runs as an Apache module. The advantage is that PHP is always in memory use which results in a higher speed capability and lower server load.
   - **cgi** - PHP runs as a CGI script in a separate process which starts with each request and completes its work upon the script execution. This provides a simpler and more secure PHP work, but draws excessive memory usage and higher memory load.
   - **fastcgi** - PHP also runs as a CGI script, but under a single process which does not stop when the script is executed. This allows to minimize server load while running PHP in CGI mode.

ColdFusion

➢ ***To add ColdFusion support in a Windows-based account:***

1. Select **Domain info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. On the **Web Service** page, scroll down to find the **ColdFusion** option and turn it on.
4. Agree with the charges.
5. If you need to add custom file extensions to be handled by ColdFusion, click the **Add** icon that has appeared next to the **PHP** option.
6. On the page that appears, enter an extension for your PHP pages beginning with a dot.

Note: If your account wasn’t created from the control panel, default extensions won’t be added when you enable ColdFusion.

Ruby on Rails

If Ruby on Rails is installed and enabled in your plan, you can switch it on for your domains.

Note: To use Ruby on Rails, it must be installed manually to a Web server by your Parallels H-Sphere administrator.

➢ ***To enable Ruby on Rails for your domain:***

1. Select **Domain Info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. On the **Web Service** page, scroll down to find the **Ruby on Rails** option and turn it on.
4. You will be warned that Ruby on Rails will create its own index page on your domain instead of the existing one. Choose **Yes, continue to enable Ruby on Rails**.
5. After you enabled Ruby on Rails, your domain’s index page will the Ruby on Rails invitation.

ASP

➢ ***To add support for ASP (Active Server Pages) in a Windows-based account:***

1. Select **Domain info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. On the **Web Service** page, scroll down to find the **ASP** option and turn it on.
4. Agree with the charges.

ASP.NET

➢ ***To add support for ASP.NET in a Windows-based account:***

1. Select **Domain info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. On the **Web Service** page, scroll down to find the **ASP.NET** option and turn it on.
4. In Windows 2003-based accounts, choose the ASP.NET version from the drop-down box.
   In Windows 2008-based accounts, choose application pool with appropriate ASP.NET version.
5. Agree with the charges, if any.

Server Side Includes

You can add your own SSI aliases or, in other words, specify SSI file name extensions. For example, you can specify that all *.ssi files must be treated as server side includes.

To add an SSI alias, do the following:

1. Select **Domain info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. On the **Web Service** page, scroll down to find the **SSI** option and click the **Add** icon on its right.
4. Agree with the charges, if any.

In the window that appears, enter your SSI file extension beginning with a dot:

Skip this step if you are using a Windows-based plan.
At the top of the **Web Service** page, click the **Apply** link for the Server configuration to change. The changes will take effect within 15 minutes.

Skip this step if you are using a Windows-based plan.
At the top of the **Web Service** page, click the **Apply** link for the Server configuration to change. The changes will take effect within 15 minutes.

PHP/MySQL Applications

A pack of over 30 PHP/MySQL third-party Web applications is supplied with Parallels H-Sphere. If your hosting provider enabled it in your plans, you can install these applications on your domains. If your hosting provider enabled it in your plans, you can install these applications on your domains.

➢ ***To install an application:***

1. Select **EasyApp** in the **Domain Settings** menu.
2. On the page **EasyApps Collection** that shows, you will see the list of applications that can be installed. Press on the title of application you want to install.
3. you will find yourself at a page with its description (outline, homepage, diskspace etc.) and a link to install it. Click **Install**.
4. Fill in the necessary data on the form that appears:
   - **Domain.** Choose a domain, if you have more than one, to install the application on.
   - **Path**. Location of the application, when you have installed it, in relation to the domain's root directory.
   - **User name**. Name of the application's administrator.
   - **Password**. Password of the administrator.
   - **E-mail**. Electronic address to send notifications to, which will be written in the application configuration file.
5. In rare cases, such as with Advanced Poll etc., you will be redirected to the original installation page. In case of more extensive data to fill in, refer to the application's documentation.
6. Press **Submit Query**.
7. Agree with the additional charges for MySQL-related resources that will be needed for the application to work.
8. After the application is installed, you will find it on the page with its description under **Installed Applications**. Press the **Edit** button to change its settings.

Preinstalled CGI Scripts: phpBB and mnoGoSearch

Owners of Unix accounts can use simple CGI wizards to enhance their sites with the following scripts:

- phpBB (requires MySQL).
- mnogosearch

All CGI scripts for a particular site are stored in the `cgi-bin` directory, unless specified otherwise. If you accidentally delete any files in the `cgi-bin` directory, you can recover them by going to the **Web Options** page and clicking the **Restore to default** link. Your existing files remain untouched, so you will not lose your changes. To get rid of undesirable changes in the script files, delete these files and then click the **Restore to default** link on the **Web Options** page. Also, use the **Restore to default** link to fix your temporary index page to default.

See the Contents of Home Directory (on page 12) for more information on the files and catalogues not to be deleted.

phpBB Forum

phpBB is a high powered, fully scalable, and highly customizable bulletin board package. phpBB has a user-friendly interface, simple and straightforward administration panel, and helpful FAQ.

phpBB Key Features:

- Unlimited forums and posts
- Multiple language interface
- Private or public forums
- Powerful search utility
- Private messaging system
- Complete customization with templates

phpBB files are stored in a separate directory for each of your sites.

➢ *To add phpBB forum to your site:*

1. Select **Domain Info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. On the **Web Service** page, scroll down to find the **phpBB** option and turn it on.
4. Agree with charges, if any.
5. Go through the installation wizard. You will be prompted to select from the existing MySQL databases to use with phpBB or create a new one.

Warning: Assigning a previously created MySQL database to be used for phpBB needs, you will remove contents of all its tables.

6. Choose or create a MySQL user to access and manage MySQL database you have allocated for use with phpBB.
7. Click the **Setup** icon to install the script. You will be taken to the phpBB administrator control panel, where you can start configuring the forum to your liking.
8. If you are taken to the setup page again, click the **Fix** button. This will reset the config.php script which contains settings to access the phpBB MySQL database.

mnoGoSearch

If you are running a Unix-based account, you can enhance your site with , a utility that searches your site by keywords.

➢ *To enable mnoGoSearch:*

1. Select **Domain Info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. On the **Web Service** page, scroll down to find the **mnoGoSearch** option and turn it on.
4. Agree with charges, if any.
5. Go through the wizard. you will be prompted to select from the existing MySQL databases or create a new one to be used by mnoGoSearch.

Warning: Assigning a previously created MySQL database to be used for mnoGoSearch needs, you will remove contents of all its tables.

6. Choose or create a MySQL user to access and manage MySQL database you have allocated for use with mnoGoSearch.
7. Go to your search page by clicking the **View** icon. To make it available to the Internet users, put a link to your mnoGoSearch page on your site's pages.

Note: It will take some time to index your site pages and get your search working.

Parallels H-Sphere supports adding mnoGoSearch URLs directly from your Control Panel. This will improve the process of your site indexing, and therefore the search results.

➢ *To add a mnoGoSearch URL:*

1. Select **Domain Info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. On the **Web Service** page, scroll down to find the **mnoGoSearch** option. Click the **Add URL** icon. you will be prompted to enter the URL you want to add.
4. The URL will appear on the **Web Services** page, in the **mnoGoSearch section**:

You can extend your mnoGoSearch capabilities (for example, set local charset) by editing the `indexer.conf` file. To learn how to work with `indexer.conf`, refer to `indexer.conf-dist` which can be found in the /***account***/fe_mnogosearch/***domain***/ directory.

Note: If you mishandle anything, you can always restore mnoGoSearch configuration to the default by clicking the Edit icon, but all your custom settings will be lost.

Fixing Broken Scripts

If you have accidentally deleted any of your CGI scripts and/or the index page (index.html), you can restore them to default. To get rid of any undesirable changes in you CGI scripts and go back to the default settings, delete the unnecessary files and restore the scripts.

➢ ***To fix/restore the scripts:***

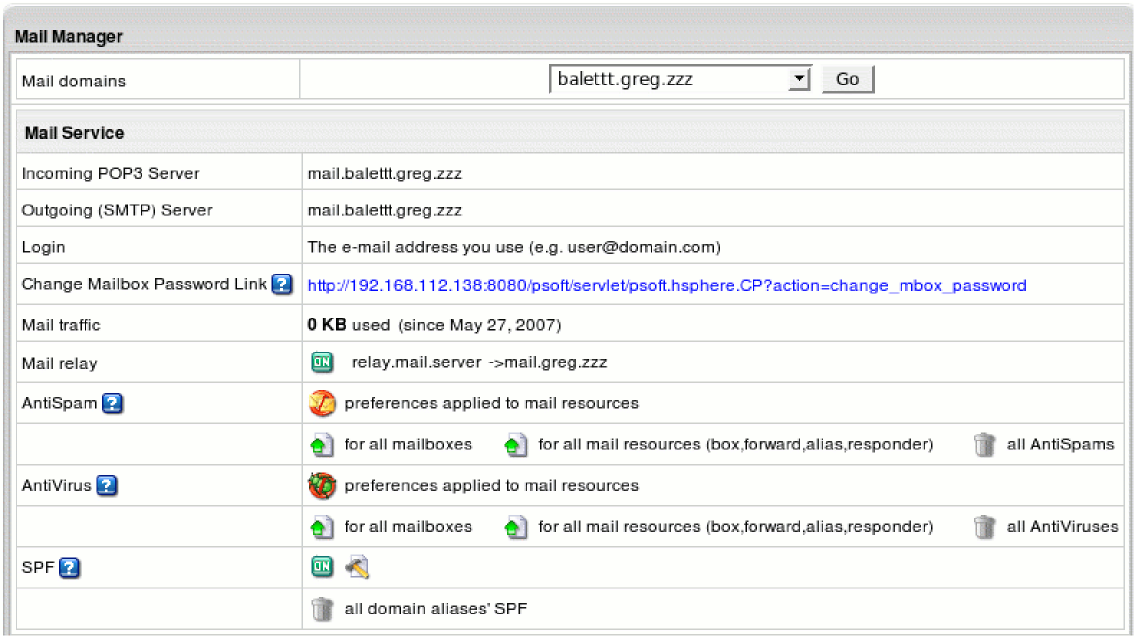
1. Select **Domain Info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. On the **Web Service** page, click the **Restore to default** link.

CHAPTER 12

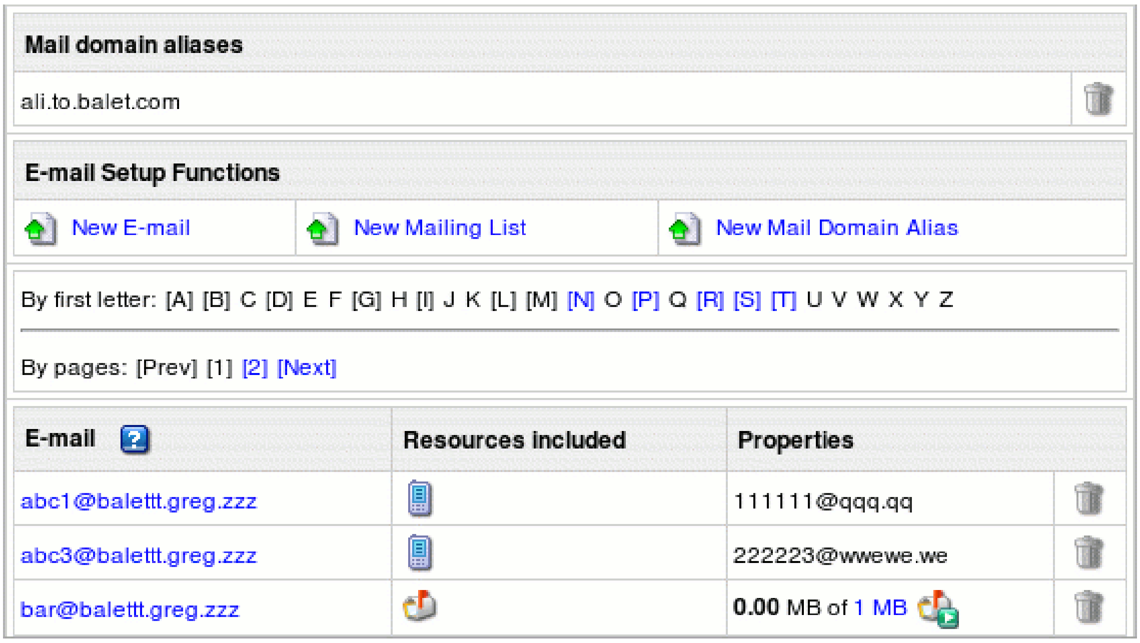
Mail Resources

Parallels H-Sphere has an advanced mail system that is easy to manage.

Click the **Mail Info** menu to manage your account mail services from the **Mail controls** page:



- **Mail domains:** a mail domain whose mail resources you can manage and view on the mail domain controls page. To manage mail resources on your other domains, choose it from the drop- down list and click **Go**.
- **Incoming POP3 Server** and **Outgoing (SMTP) Server:** to deliver mail from and to your mail resources.
- **Login:** sign into your mailbox or change its password from outside your control panel.
- **Change Mailbox Password Link:** change mailbox password without logging into Parallels H- Sphere control panel.
- **Mail traffic:** traffic run up by incoming and outgoing mail on the mail domain it is displayed for.
  Mind that it also includes traffic generated by incoming spam (on page 96) or virus (on page 102) messages the system deletes.
- **Mail relay:** switch ON the option to ensure incoming mail is kept on the mail relay server, if your primary mail server goes down.
- **AntiSpam:** this resource filters and deletes incoming spam messages. Antispam (on page 96) can be added for all mailboxes or for all mail resources.
- **AntiVirus:** this resource checks incoming mail for viruses. Antivirus (on page 102) can be added for all mailboxes or for all mail resources.
- **SPF:** determines rules to be used by your corresponding mail servers to check whether e-mails received from your mail domain are forgery or not.



- **Mail domain aliases:** aliases of your mail domain (on page 87)
- **New E-mail Setup Functions**: links to create new mail resources (on page 71).
- **[A] ... [Z]** first-letter navigation links to the rest of your mail resources (based on alphabetical sorting)
- **[Prev] [1] [2] ... [Next]** navigation links to the rest of your mail resources. Appear if there are more than 10 mail resources on the maildomain)
- **E-mail:** e-mail address of mail resources on the mail domain.
- **Resources included:** mail resources working on this e-mail address.
- **Properties:** properties of mail resources working on this e-mail address:
  - 12 MB of 20 MB - mailbox quota usage
  -  - sign in the mailbox
  -  - Catch All. This property is set on a mailbox level to catch all mail sent to non-existent mail addresses at this domain. It can be enabled only for one mailbox per domain. It can't be enabled on other mail objects like mail alias, forward, responder.
  -  - discard all incoming email
  -  - add subscribers/moderators/trailer to a mailing list
  -  - delete all mail resources working on the e-mail address

In this chapter:

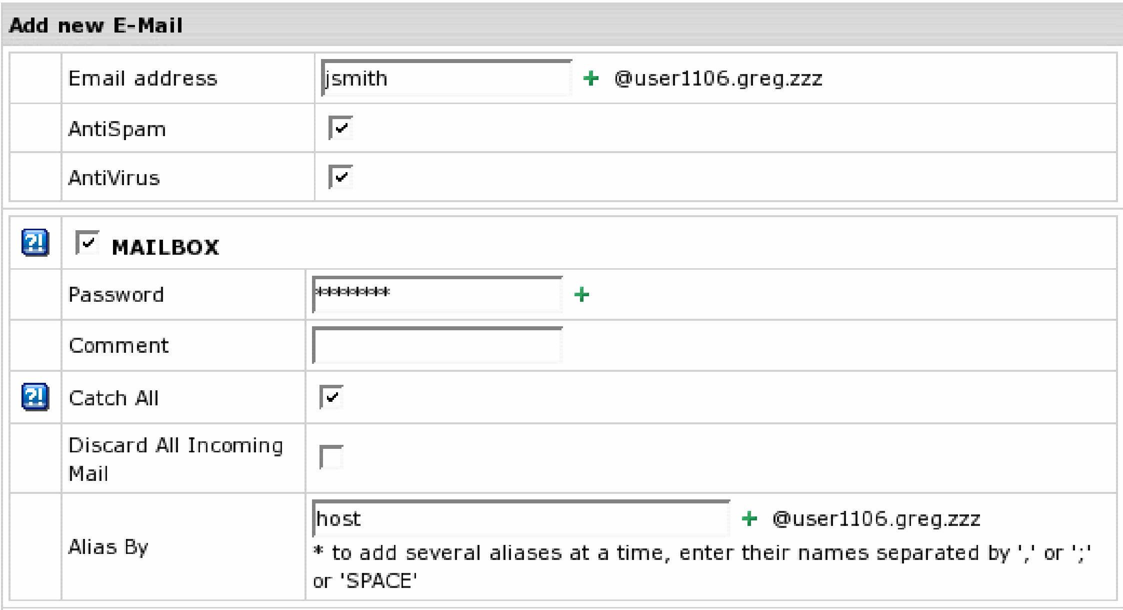
Mailboxes

Mailboxes are used to send and receive e-mails via client based mail software and can store mail on the hosting mail server.

Webmaster and *postmaster* mailboxes are obligatory created on each mail domain.

➢ *To create mailboxes:*

1. Click **New E-mail** in the **E-mail Setup Functions** section and fill in the configuration page:
2. Enter mailbox name into the **Email address** box.



3. Check **AntiSpam/AntiVirus** to enable antispam filtering and antivirus protection for your mailbox.
4. Check the box next to **MAILBOX** and configure:
   - **Password:** an alphanumeric combination that authenticates logging into the mailbox. It is required when you are logging into the mailbox outside your control panel or when you configure an external mail client to access your mailbox.
   - **Comment:** enter description to help identify the mailbox.
   - **Catch All:** This property is set for a mailbox resource to catch all mail sent to non-existent mail addresses at this domain. It can be enabled only for one mailbox per domain. **Catch All** can't be set for **postmaster** or any other mail resource but mailbox.
   - **Discard All Incoming Mail:** If you don't need ALL your incoming mail, you can configure your mailbox to discard all incoming mail. In this case senders won't receive 'undelivered mail' notifications.
   - **Alias by**: use this option for mass creation of mail aliases. Enter alias names (without the @ part) separated by ',' or ';' or 'SPACE'.
5. Click **Submit** at the bottom of the form and agree with the charges, if any.

➢ ***To remove a mailbox with preserving other services running on this e-mail address:***

1. Click the mailbox e-mail address in the **E-mail** list on the **Mail Manager** page.
2. Uncheck **MAILBOX** and click **Submit.**

Note: Postmaster mailbox can't be deleted.

➢ ***To remove a mailbox with other mail services running on this e-mail address:***

1. Go to the **Mail Manager** page
2. Click the **Trash** icon next to the target mailbox

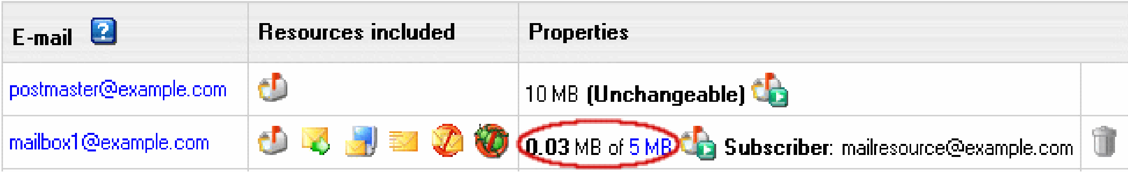
Note: If **Catch All** is enabled for a mailbox, it can't be deleted. To delete a Catch All mailbox, first switch **Catch All** OFF or switch it to another mailbox.

Mailbox Storage Quota

Mailbox quota defines how many megabytes of mail you can store in your mailbox. You can't store more than allowed by the mailbox quota. It's not included into the site disk space quota. If your hosting plan allows, you can increase the initial free mailbox quota.

➢ ***To increase mailbox quota:***

1. On the **Mail Manager** page click the **MB** link in the mailbox **Properties** section:



2. Enter new quota size in megabytes and click **Submit**.

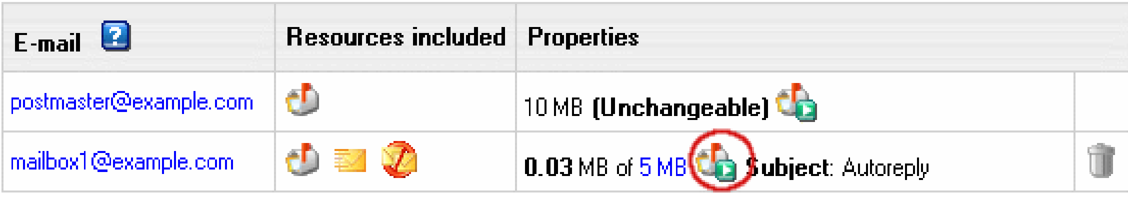
From this moment on, you will be charged for the difference between this new amount and the free amount your hosting plan grants. This charge will be added to the recurrent fee at the beginning of each billing period.

Note: You cannot change quota for the postmaster mailbox.

Signing into a Mailbox

To send and receive mail from your mailbox you should sign in.

On the **Mail Manager** page click the **Launch Webmail** icon:



Provided you signed up for a Unix/Linux plan, you can also sign into your mailbox from outside your control panel by entering `http://YOUR_WEB_SERVER_IP` in the Address field of your browser and clicking the IMP-mail client link on the page you are taken to.

Postmaster and Webmaster

You get Postmaster mailbox for free. Webmaster is a regular mailbox and it counts towards your total mailboxes. This means, if you get 0 free mailboxes, you pay for the Webmaster box, but you don't pay for Postmaster.

When postmaster and webmaster mailboxes are created:

- **Catch All** is disabled by default. You can enable it entirely in the Globals menu
- Forward (on page 77) is disabled by default
- Option **Discard all incoming mail** is enabled by default
- You can't change quota for the postmaster mailbox
- Postmaster mailbox can't be deleted

Mail Forwards

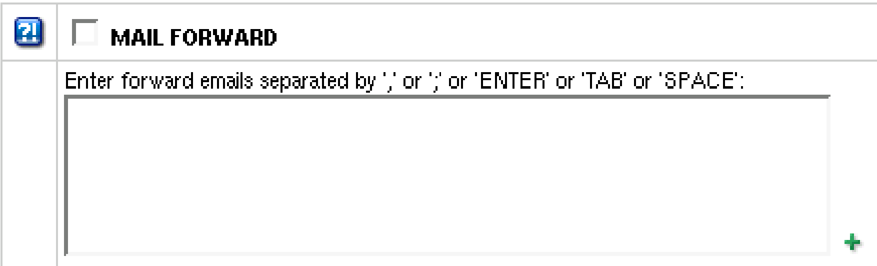
Mail forwards redirect all mail sent to the mail forward e-mail address to other e-mail addresses.

Important: Mail forward cannot be set with **Catch All** as **postmaster**.

➢ *To create a new mail forward:*

1. Click **New E-mail** on the **Mail Manager** page:

2. On the configuration page, that you will be taken to, enter the mail forward name in the **Email address** field.
3. Check the box next to **MAIL FORWARD**.
4. Enter destination e-mail addresses separated with ‘,’ or ‘;’ or ‘ENTER’ or ‘TAB’ or ‘SPACE’:



5. Click **Submit** and agree with the charges, if any.
6. To add e-mail addresses to the list of destination addresses, repeat the last three steps.

To remove e-mail addresses from the list of destination addresses, check the **Delete** box next to the target e-mail addressed and click **Submit.**

➢ *To remove a mail forward with preserving other services running on this e-mail address:*

1. Click the mail forward e-mail address in the **E-mail** list on the **Mail Manager** page.
2. Uncheck the **Mail Forward** box and click **Submit.**

➢ *To remove a mail forward with other mail services running on this e-mail address:*

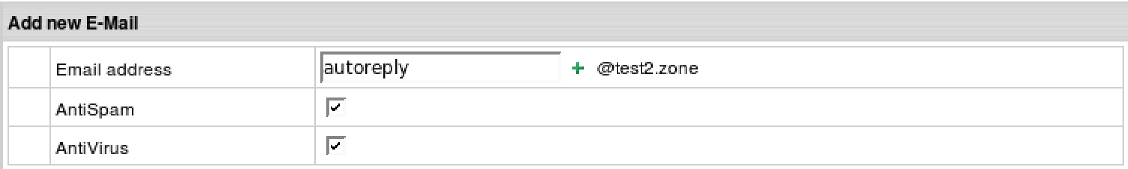
1. Go to the **Mail Manager** page
2. Click the **Trash** icon next to the target mail forward

Autoresponders

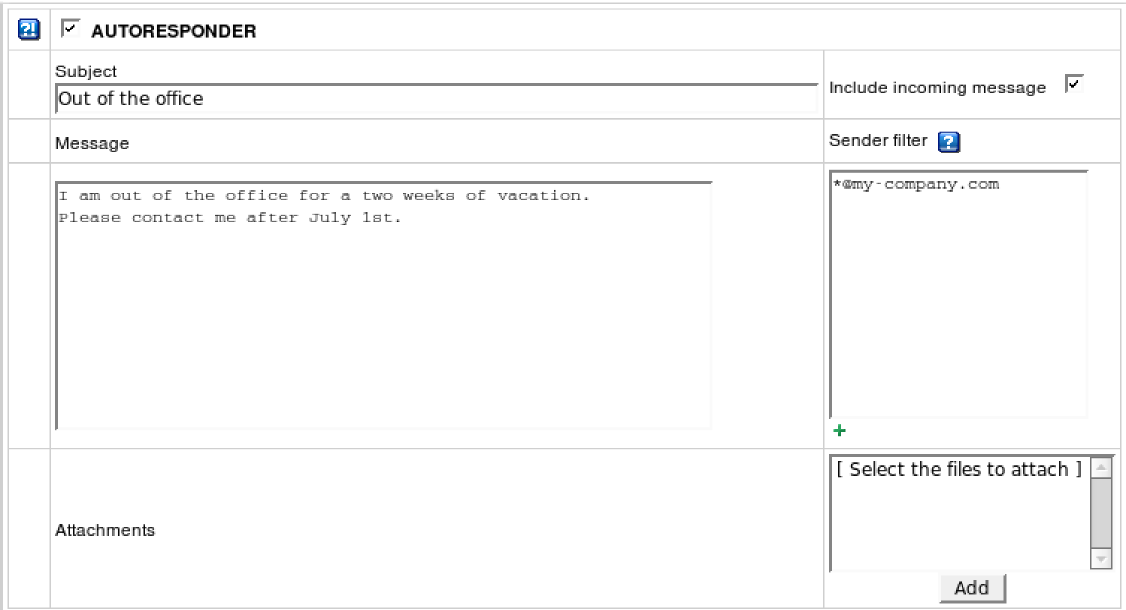
Autoresponder automatically sends a preset message in reply to all mail sent to the autoresponder's e-mail address. They don't store the incoming mail as mailboxes do, nor can they be used to send messages other than the preset autoresponse.

➢ *To create an autoresponder:*

1. Click **New E-mail** on the **Mail Manager** page or click the name of the existing mail resource:
2. If you chose **New E-mail**, enter the autoresponder name in the **Email address** field. If you choose the existing mail resource, skip to Step 4.



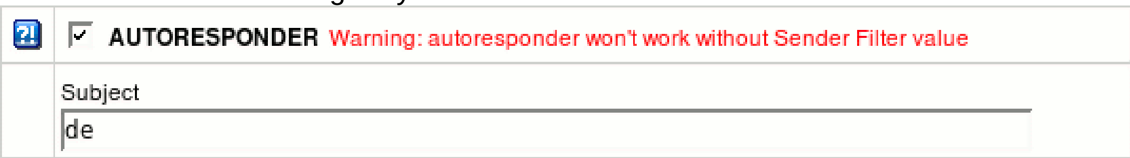
3. Enable antispam (on page 96) and antivirus (on page 102) for mail SMS. For security reasons, we strongly recommend it to minimize the risk of using your Mail SMS for distributing spam.
4. Scroll down to the **Autoresponder** section and fill out the form:



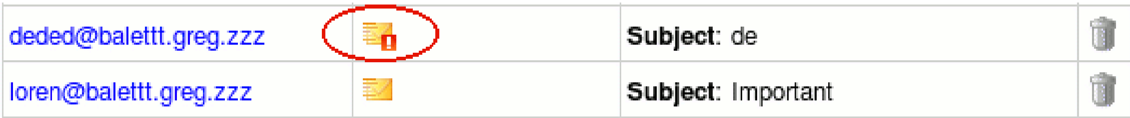
- Check the box next to **AUTORESPONDER**.
- Enter the uniform response in the **Message** field and its title in the **Subject** field.
- Enter **Sender Filter** which restricts the range of possible sender e-mail addresses.

  Autoresponder Warning:

  If you get the warning, it means that administrator enabled patterns policy where Sender Filter value is obligatory.

  Autoresponder appears as marked and won't work until you configure Sender Filter:

- **Include incoming message**: if you want to quote the original message in the autoresponse.
  If you check this option, there is a risk for your autoresponder to be used for distributing spam messages sent to it from intruders. To minimize this risk, configure antispam for the autoresponder as it is said in the item 4 above.
- Add attachments to your autoresponder, for instance your corporate logo.

5. Click the **Submit** button at the bottom of the form and agree with the charges, if any.

You can edit autoresponder message and its subject at any time.

Removing Autoresponder

- with preserving other services running on its e-mail address:
  1. Click the autoresponder e-mail address on the **Mail Manager** page.
  2. Uncheck the AUTORESPONDER box.
  3. Click the **Submit** button at the bottom of the form.

- along with all mail services running on its e-mail address:
  1. Go to the **Mail Manager** page in the **Mail Info** menu.
  2. Click the **Trash** icon in the autoresponders **Properites** section.

To remove a Catch All autoresponder, first switch **Catch All** off.

Mailing Lists

Mailing lists act similar to forwards (on page 77) with the only difference that they offer wider possibilities such as independent end user subscription, message and subscription moderation, archiving and more.

The mailing list solution available in the control panel is the popular EZMLM/IDX MAILING LIST MANAGER (http://www.ezmlm.org). For comprehensive information on EZMLM, see EZMLM FAQ (http://www.ezmlm.org/faq-0.32/index.html).

➢ *To create a mailing list:*

1. Click **New Mailing List** on the **Mail Manager** page:
2. Fill in the form that appears:

- **E-mail address:** the name of the mailing list that all mail will be forwarded from to subscribers. You can enter only a new e-mail address. If you need to use an existing address, first delete the resource that uses it.
- **Comment:** a comment that will help you identify this address among other mail resources, if needed.

3. Click **Submit** and agree to additional charges if any.

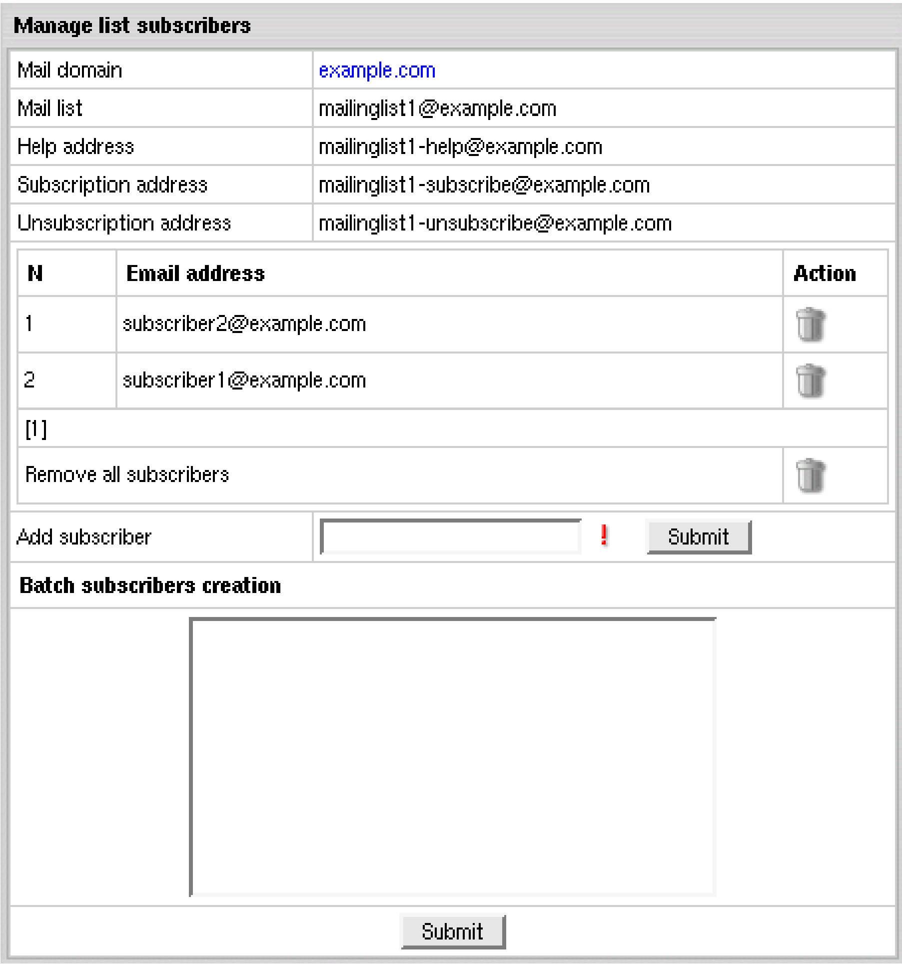
For specific details on how to configure your mail list (on page 84), please read documentation at www.ezmlm.org (http://www.ezmlm.org/)

Managing Your Mail List Subscribers

The number of subscribers shows in brackets in the mailing list **Properties** column.

➢ ***To add subscribers to a mailing list:***

1. Click the **Subscribers** icon in the **Properties** section.
2. Enter subscriber's email address in the **Add subscriber** field. To add several subscribers at once, enter their e-mail addresses separated with line break in the **Batch subscribers creation** field:



3. Click **Submit**.

➢ ***To remove subscribers from a mailing list:***

1. Click the **Subscribers** icon in the **Properties** section.
2. Click **Delete** next to the subscriber to delete subscribers one by one or the **Delete** icon in **Remove all subscribers**.

Sending Messages to Mailing List Subscribers

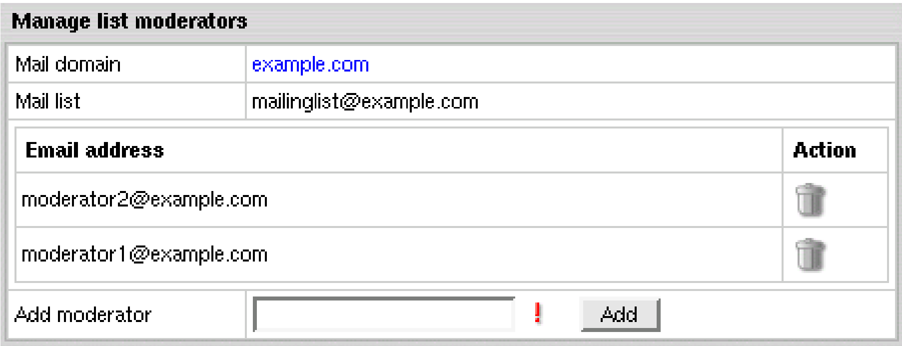
To send a message to a mailing list, send the newsletter to the mailing list e-mail address using WebMail or any mail client such as Outlook Express.

Managing Your Mailing List Moderators

Moderators approve of message posts and requests for subscription. Individual moderator’s addresses are kept secret, even from other moderators. The total number of moderators is displayed in brackets in the mailing list **Properties** column.

➢ ***To add a moderator to your mailing list:***

1. Click the **Moderators** icon in the **Properties** section.
2. Enter moderator’s e-mail in the field:



3. Click **Add**.
4. Repeat steps 1-3 if necessary

➢ ***To remove a moderator from your mailing list:***

1. Click the **Moderators** icon in the **Properties** section.
2. Click the **Delete** icon next to the moderator

There can be several moderators, both for messages and subscription:

- **Message moderators** allow messages to be sent to the mail list. The message will be passed on to the mailing list subscribers only if a moderator approves it.
- **Subscription moderators** allow people to join the list. If at least one subscription moderator approves the request, the user address becomes a subscriber.

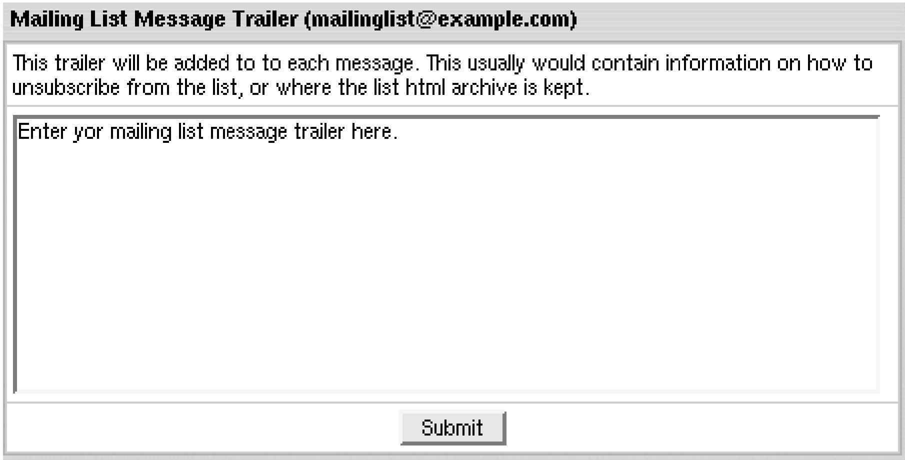
As a rule of thumb, most lists use the same addresses for both functions.

Adding Mailing List Trailer

Message trailer is a uniform text added to each message. Typically, it contains instructions on how to unsubscribe from the list and similar information for subscribers. There can be only one trailer for all messages within one mailing list. Message trailer can edited at any moment.

➢ ***To add a message trailer:***

1. Click the **Trailer** icon on the **Mail Manager** page.
2. Enter the text that will be added to each of your subscribe messages:



3. Click **Submit**.

To remove a message trailer, delete the text and click **Submit**.

To remove a mailing list, click the **Trash** icon in the mailing list's **Properties** section.

In this section:

Configuring Mailing Lists

You can configure mailing list by clicking the e-mail address in the **E-mail** list on the **Mail Manager** page:

Enter the e-mail address that enables mail list subscribers to report their problems or error messages sending requests to *your_mailinglist*- owner@domain.com. Since **EZMLM** can take care of virtually all requests without human intervention, the list owner may read mail only infrequently.

◉	Archived	○	Not archived

By default, all messages sent to a list are kept archived. This way, subscribers can later retrieve messages from the archive. For instance, subscribers haven't been following the list for a while, or they just want to see the discussion of a specific question. E.g.: retrieve one message at a time with the **-get** command: your_mailinglist-get.123@domain.com (get message 123)

Read more on commands to access the ezmlm message archive (http://www.ezmlm.org/ezman-0.32/ezman1.html#ss1.7%20). * The archive is also used to create digests (on page 80). You can view mailing list archive from your Control Panel. For this, click on the magnifying glass above the **Archived** option:

Archive

This will carry you to a web interface where you can view and search for monthly archived messages received by your mailing list:

[Lists] [Months] [<<] [<] user1.test183.psoft [>] [>>] [Configure] [Search]

Month Index

[<<] [<] Page 1 of 1 [>] [>>]

Month	Year	Messages		
January	2006	[2]	[by Thread]	[by Date]
April	2006	[1]	[by Thread]	[by Date]

[<<] [<] Page 1 of 1 [>] [>>]

[Lists] [Months] [<<] [<] user1.test183.psoft [>] [>>] [Configure] [Search]

Powered by Positive Software Corporation.

Check **Not Archived** to disable archiving the messages sent to the list.

○	Block archive. Only moderators are allowed to access the archive.	◉	Archive access is open to anyone or subscribers only, depending on the Guard settings.

You can prohibit the overall access to the archive and authorize only moderators to get at it.

○	Digest	◉	No digest. Do not set up the digest list.

Check the **Digest** box to set up the mailing list with a digest function. The digest is a special kind of mailing list extension. Instead of sending separate messages, it sends out a collection of messages ordered by digest subscribers collections of messages. Digest is sent out when a predetermined time or traffic limit has been reached. Receiving digest is very convenient for users who want to follow a list, but not to participate in the discussion. Digests contain each message as it was sent out by the list. No editorials, no missing messages. If the list owner has chosen to restrict posts and archive access to subscribers, digest subscribers are automatically given the same privilege. From the subscriber point of view, the digest list for the mailing list your_mailinglist@domain.com is called *your_mailinglist*- digest@domain.com. You use the same commands to work with digest as you do when you work with the main list. The only difference is that you use your commands with '**digest**' indication.

○	Prefix. Set up the list so that the outgoing subject will be prefixed with the list name.	◉	No prefix.

Check “**No prefix**” to prohibit adding prefix to the subject line of each message that does not already contain it. If you want the subject line of each message that does not contain it, to include the prefix, place the text in the file **DIR/prefix**

Guard archive. Archive access requests from unrecognised SENDERs will be rejected.	Do not guard archive. Archive access request from any SENDERs will be serviced.

Here you can restrict the access to the mailing list archive by allowing only subscribers retrieve the archive. Non-subscribers’ requests will be rejected.

Subscriptions don't require confirmation.	Subscription requires confirmation by reply to a message sent to the subscription address.

Usually an applicant for subscription (your_mailinglist-subscribe@domain.com) is sent a confirmation request. To confirm it, one should just reply to the message. When it is done, recipient’s address is added to the database and he becomes a subscriber.
This verification mechanism tests if the person at the subscription address really wants to be a subscriber. You can always include or exclude confirmation from the subscription procedure.

Unsubscribe does not require confirmation.	Unsubscribe requires confirmation by a reply to a message sent to the subscription address.

Normally, confirmation is not required to unsubscribe from a mailing list. However, this option gives added security in that one can’t remove another without permission.

List subscribers. Remote administrators can request a subscriber list, and search the subscriber log.	The subscriber list cannot be obtained.

Mailing list users are not allowed to list the addresses of all subscribers. Still, you can allow remote administrator to get it. The subscription log stores entries for each modification made to the subscriber database. Remote administrators can list this log or search it for specific entries. For example, listing this file allows the remote administrator to see recent additions and removals.

Message moderation.	Message posting is not moderated.

In special cases, the list owner may set up the list to be message moderated. On a message moderated list, messages, instead of going directly to the list (to send messages to the list, one must know its name. If the list is called mailinglist@domain.com, just send a message to mailinglist@domain.com), are sent to one or more moderators. They can accept or reject, but not modify the message. If the message is accepted, it is sent to the list unmodified. If it is rejected, it is e-mailed back to the sender, optionally with an explanation from the moderator. On moderated lists it may take a little longer for the message to reach all the subscribers, since it has to be read and approved by at least one moderator before being sent out to the subscribers.

New text file. Allow remote administrators to edit files in dir/text/.	Not new text fie. Text file editing not allowed.

Here, you can allow remote administrators to edit the text files that make up most of the ezmlm responses. Replies are sent only if the target address is a remote administrator. With this switch, ezmlm replies to the -edit command with a list of the files in *dir/text/*. Only files where editing seems reasonable are included in the list. The remote administrator can edit any file in *dir/text/* by sending e-mail containing the new text to -edit.file where “file” is the name of the file replaced (edited). In reply to this command, ezmlm sends a message with the file and editing instructions. A “cookie” based on the date, file name, and contents of the file is added to the “Reply-To:” address. The cookie becomes invalid as soon as the file has been changed, or after 27 hours, whichever is shorter. Also, the cookie cannot be used to edit any other file, even if the other file has exactly the same content.

	Posts from addresses other than moderators are rejected. This is applicable to message moderated lists only.		Others not rejected. For moderated lists, all posts are forwarded to moderators. The switch affects only moderated lists.

Here you can disable posting by subscribers to the mailing list, so they will only receive messages posted by moderators. This is usually chosen to send announcement or notifications where the interaction between recipients is not intended.

	Respond to administrative requests and allow archive retrieval.		Allow only digest creation, remote administration, and archive retrieval by remote administrators, (if the list is configurec with this option).

If you enable this function, users will be required to request to the remote administrator in order to retrieve mail list archives. Otherwise, archive will be accessible only to the remote administrator.

	Request address is serviced		Do not process messages sent to the 'request' address

With this option enabled, it will process commands sent in the subject to list-request@host.

	Enables remote administration		No remote administration

A remote administrator is an address with the rights to do certain administrative tasks remotely by E-mail. Depending on how the list is configured, remote administrators may have the right/ability to list subscribers, search for subscriber addresses by name, add and remove subscriber addresses and/or edit the texts that are sent in reply to list commands.

	Subscription moderation		Subscriptions are not moderated

Mailing lists may use subscription moderation. Subscription to these lists is identical to the subscription process in mailing lists, except that after confirmation the request is passed on to the list moderator(s). One becomes a subscriber only after his request has been approved by a moderator, i.e. he replies to the “Reply-To:” address.

	User posts only		Do not restrict posts based on SENDER address
		Submit	

You can set up your mailing list to allow posts from subscribers only. In this case posts received from non-subscribers will be rejected and sent back.

To save changes, click **Submit**.

Maildomain Aliases

Mail resources on a mail domain that has a mail domain alias will all have alternative addresses. Mail resources and their aliases will have different domain parts (i.e. mail domain and its alias) and the same resource names. For instance, with example.net being a mail alias to example.com, every mail resource on example.com will have a counterpart on example.net, specifically:

mailbox@example.net will be an alternative mail address to mailbox@example.com

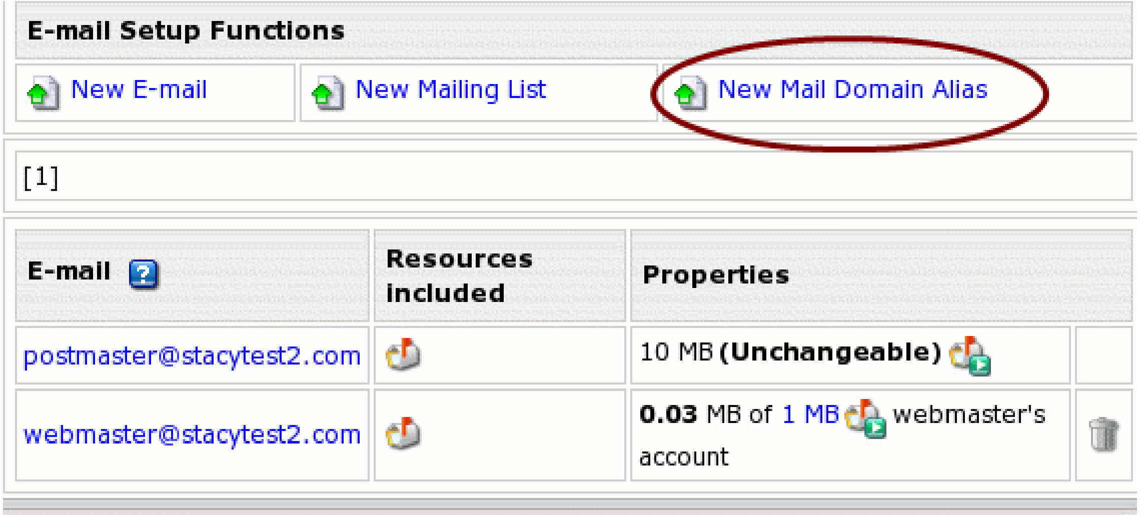
mailforward@example.net will be an alternative mail address to mailforward@example.com

autoresponder@example.net will be an alternative mail address to autoresponder@example.com

etc.

➢ ***To create a Mail Domain Alias:***

1. Make sure you enabled mail domain alias for the target domain.
2. On your control panel home page, click the **Mail Info** icon.
3. In the **Mail domains** drop down box, choose the domain you'd like to enable mail domain alias for.
4. In the **E-mail Setup Functions** section, click **New Mail Domain Alias**



5. On the page that appears choose the domain alias to enable mail domain alias on and click **Next**:

6. Click **Submit** on the next page to confirm your choice and agree with charges, if any.

Removing Mail Domain Aliases

Important: When removing mail domain alias, you remove aliases for ALL your mail resources on the primary mail domain. You cannot remove a mail domain alias for an individual mail resource.

➢ ***To remove a mail domain alias:***

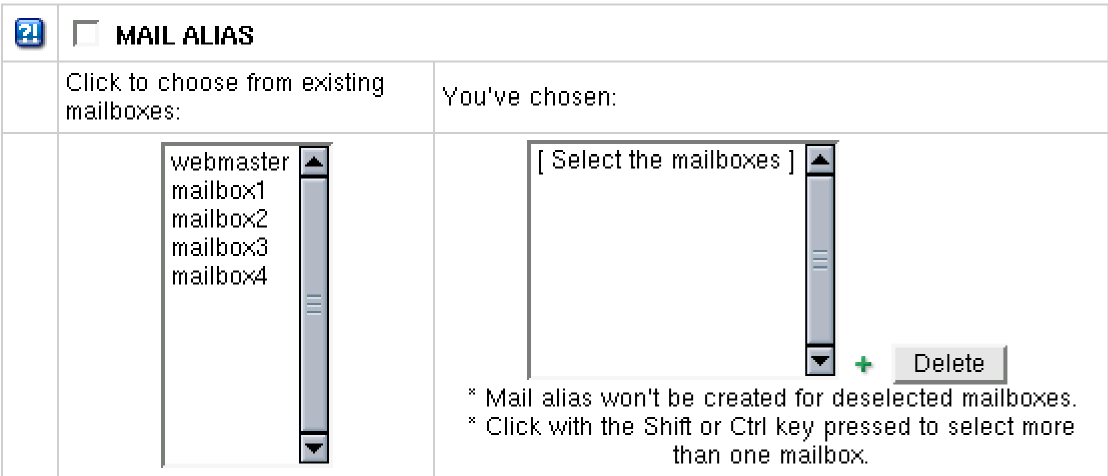
1. Go to **Mail Info** > **Mail Manager**
2. Click the **Trash** icon next to the mail domain alias that you are removing in the **Mail Domain Alias** section:

Mailbox Aliases

Mail aliases are alternative addresses to existing mailboxes (on page 74) on the same domain name. Messages sent to a mailbox alias arrive to the primary mailbox.

Creating Mail Aliases

1. Click **New E-mail** on the **Mail Manager** page:
2. Enter the mailbox alias name in the **Email address** field.
3. Check the **Catch All** box to intercept messages sent to a non-existing account on the mail domain. If **Catch All** isn't enabled on any mail resource on this domain, such messages will bounce back to the sender with an error notification.
4. Check the box next to **MAIL ALIAS** and click to choose from existing mailboxes list to assign the mailbox alias to it:



To assign a mailbox alias to more than one mailbox:

1. Click mailbox names in the list with the **Shift** or **Ctrl** key pressed. Chosen mailbox(es) will appear in the list on the right.

Caution: the mailbox alias won't be created for the deselected mailboxes.

2. Click **Submit** and agree with charges, if any.

You can change a mailbox alias or assign it to other mailbox(es) or do both at any moment after.

Unassigning Mailbox Alias from Mailbox

You can unassign a mailbox alias from the mailbox(es) it's currently assigned to.

1. Click the mailbox alias e-mail address in the **E-mail** list on the **Mail Manager** page.
2. Select the mailbox name it is currently assigned to in the left **you have chosen:** mailbox list.
3. Press the **Delete** button next to the list.

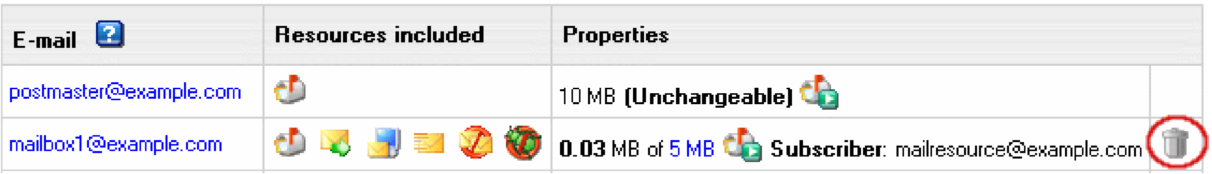
To remove several mailboxes, select the mailboxes names in the list with the **Shift** or **Ctrl** key pressed and click **Delete**.

Removing Mailbox Aliases

To remove a mailbox alias preserving other services running on its e-mail address:

1. Click the mailbox alias e-mail address in the **E-mail** list on the **Mail Manager** page.
2. Uncheck the **MAIL ALIAS** box.
3. Click **Submit.**

To remove a mailbox alias along with all mail services running it's e-mail address, click the **Delete** icon in the mailbox alias **Properties** column on the **Mail Manager** page:



E-mail	Resources included	Properties
postmaster@example.com		10 MB **(Unchangeable)**
mailbox1@example.com		**0.03** MB of 5 MB **Subscriber**: mailresource@example.com

To delete a **Catch All** mailbox alias, first switch Off Catch All.

Mail SMS

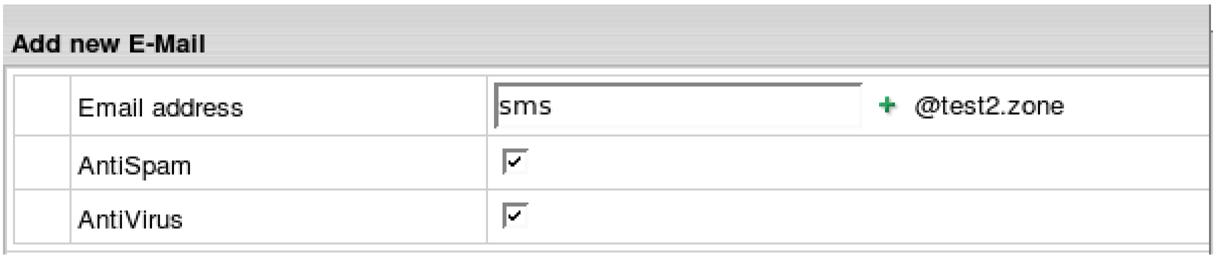
Mail SMS is a mail resource which allows forwarding emails to the cell phone number in the form of SMS message.

To convert email into SMS, Parallels H-Sphere will strip the incoming email of all excessive content, e.g: HTML tags, system and server info. You can split one incoming e-mail into up to 10 SMS messages that will be sent to the recipients phone number in email format. The maximum length of one SMS message usually is set to 160 bytes, as required by most of mobile providers.

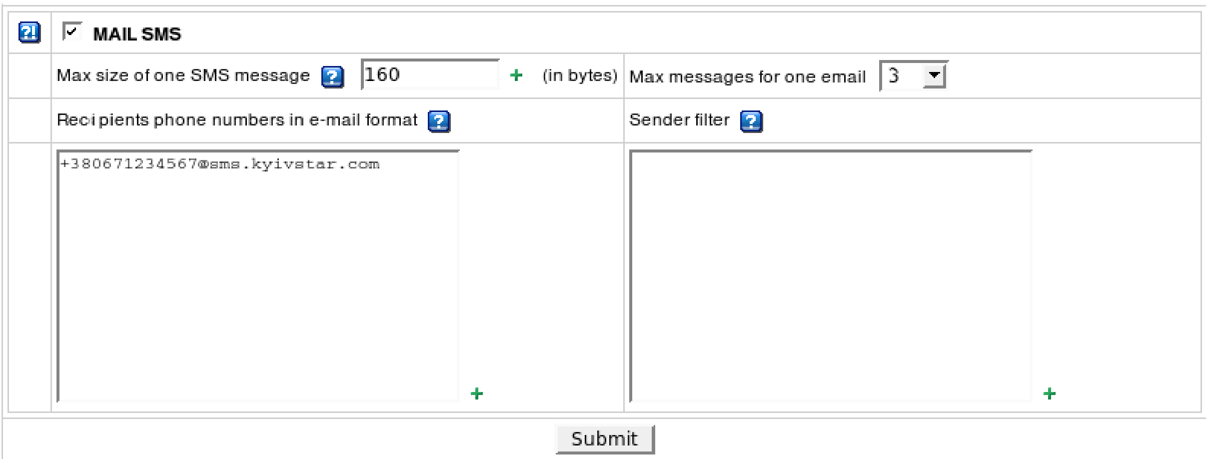
➢ ***To create a mail SMS:***

1. Click **New E-mail** on the **Mail Manager** page or click the name of existing mail resource:

2. If you chose **New E-mail**, enter the mail SMS name in the **Email address** field. If you choose the existing mail resource, skip to Step 4.



3. Enable antispam (on page 96) and antivirus (on page 102) for mail SMS. For security reasons, we strongly recommend it to minimize the risk of using your Mail SMS for distributing spam.
4. Scroll down to the **Mail SMS** section and configure it:



- Check the box next to **Mail SMS** to add this resource.
- Set **Max size of one SMS message**: as a rule, mobile providers allow up to 160 bytes per one SMS message, you can set less.
- Set **Max messages for one email**. Your SMS messages will be formed out of email according to the max size of the message you have set. If email is bigger, it will be truncated. You can later check email in your mail inbox. If smaller, administrator's value of max messages will override your user settings. Example:
    1. You set **max SMS message size** to 160 bytes and **max number of messages** to 3
    2. You receive an email of 1000 bytes in size
    3. According to your settings, cell phone user will receive 3 SMS messages by 160 bytes each, including mail header.
    It makes 480 bytes in total, with the rest 520 bytes of email truncated

5. Enter recipients phone numbers in email format e.g: `XXXXXXXXXXXX@sms.mobile-provider.com`. where XXXXXXXXXXXX is the recipient's mobile number, sms.mobile- provider.com - mobile operator domain for incoming SMS messages
6. Optionally, enter **Sender Filter** which restricts the range of possible sender e-mail addresses.
7. Click **Submit**.

➢ *To edit Mail SMS message or its subject:*

1. Click the Mail SMS e-mail address in the **E-mail** list on the Mail Manager page:

E-mail	Resources included	Properties	
postmaster@test2.zone		10 MB **(Unchangeable)**	
sms@test2.zone		+380674554545@sms.mobile-pro.com	
sms2@test2.zone		+380671234567@sms.kyivstar.com	
webmaster@test2.zone		**0.00** MB of 18 MB webmaster's account	

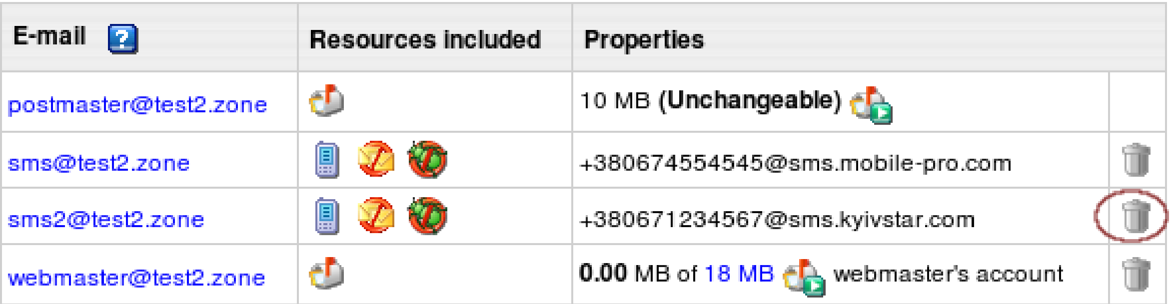
2. Enter more phone numbers or Sender Filter patterns and click **Submit**.

➢ *To remove mail SMS:*

Option One: To remove **Mail SMS** by preserving other services running on its e-mail address:

1. Click the Mail SMS e-mail address in the **E-mail** list on the **Mail Manager** page.
2. Uncheck the box next to Mail SMS.
3. Click the **Submit** button at the bottom of the form.

Option Two: To remove **Mail SMS** along with all mail services running on its e-mail address, click the **Trash** icon in the **Properties** section on the **Mail Manager** page:



E-mail	Resources included	Properties	
postmaster@test2.zone		10 MB **(Unchangeable)**	
sms@test2.zone		+380674554545@sms.mobile-pro.com	
sms2@test2.zone		+380671234567@sms.kyivstar.com	
webmaster@test2.zone		**0.00** MB of 18 MB webmaster's account	

Mail Under Service Domain For Third-Level Hosting

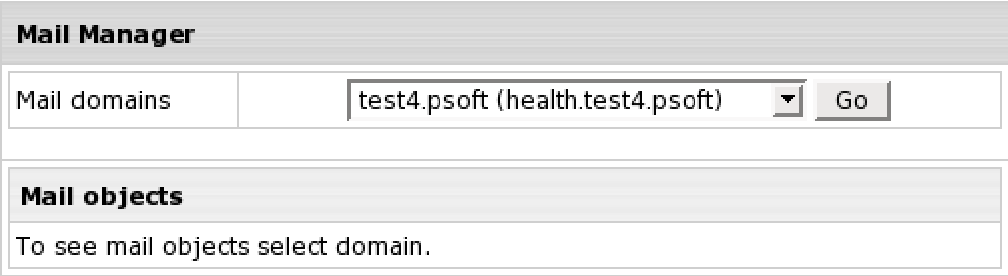
In Parallels H-Sphere, owners of third-level domains can create e-mail resources under their service domains. If you host a third-level domain user.domain.com under service DNS zone domain.com, you can create mailboxes like `anything@domain.com` from your User control panel.

Important: You can create mail under third-level domains if administrator enabled creating emails under Service Zone in his administrator control panel. in his administrator control panel.

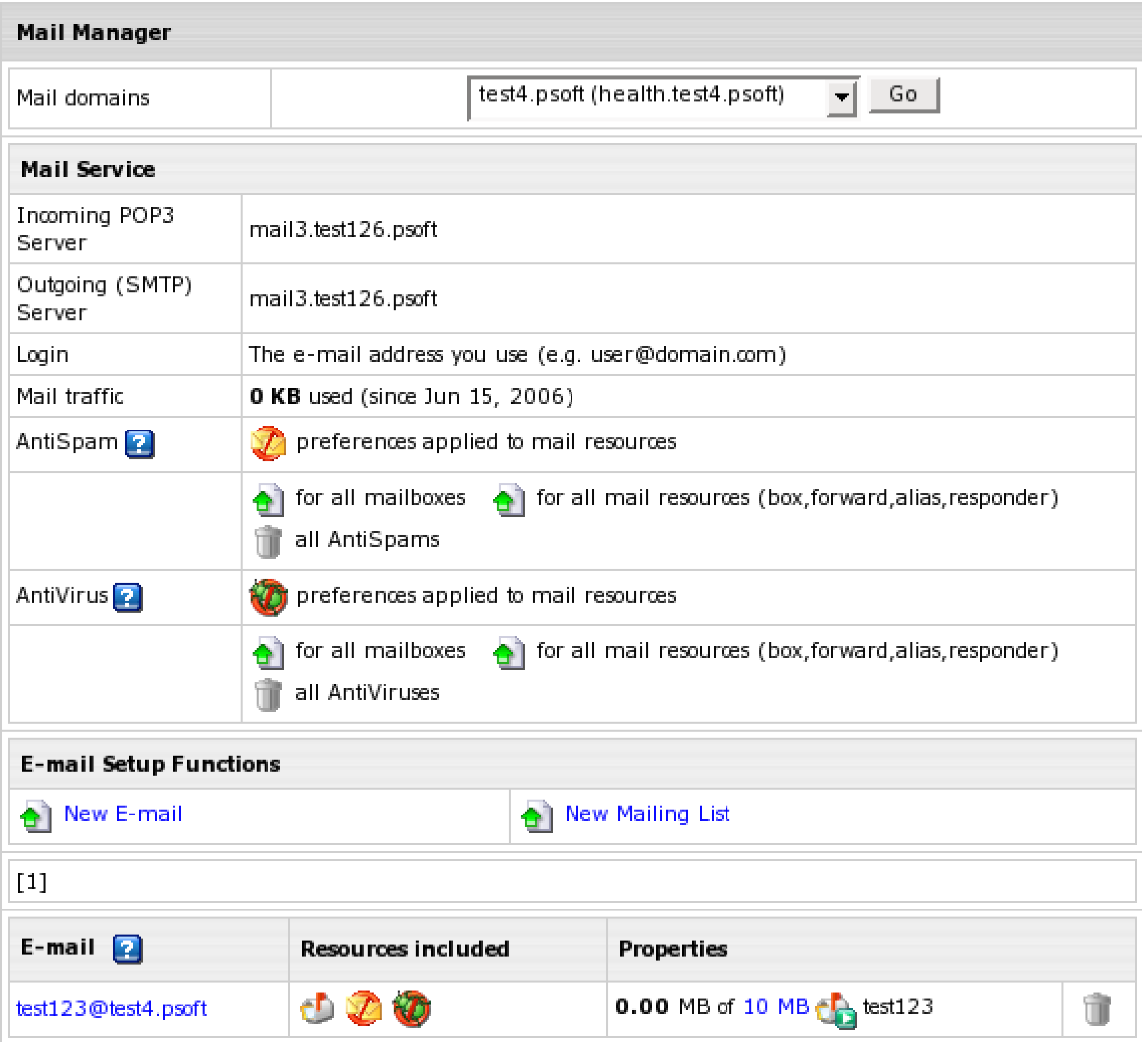
In this section:

Managing Mail Under Account With Third-Level Domain

To manage a mail resource under service domain, go to the **Mail Info** menu and chose the third-level domain from the drop-down box:



Note that mail domain shows both third-level domain (`health.test4.psoft`) and service domain (`test4.psoft`) it is created under. If you create a mailbox under the third-level `health.test4.psoft`, it will look like `user@test4.psoft`.

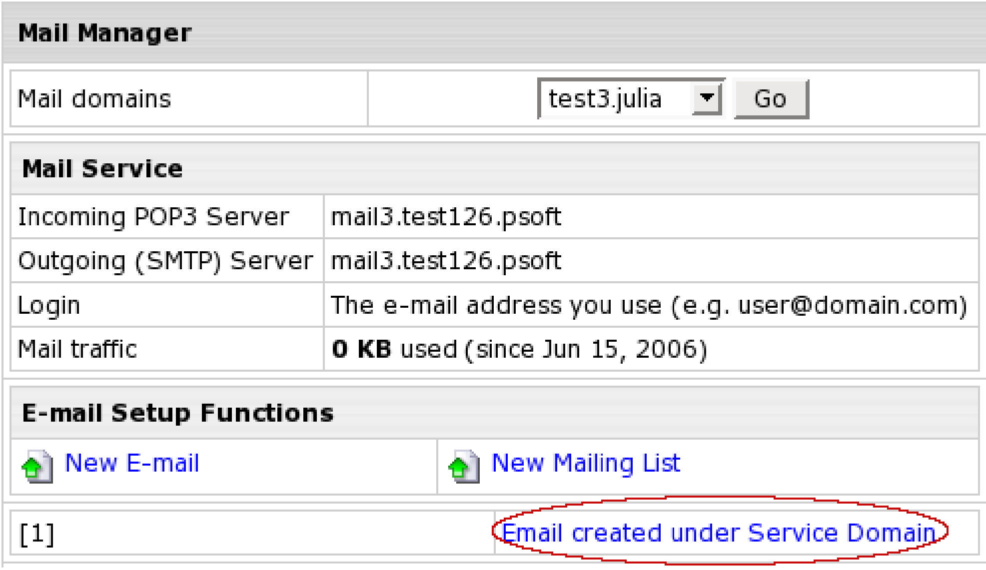


Important notes:

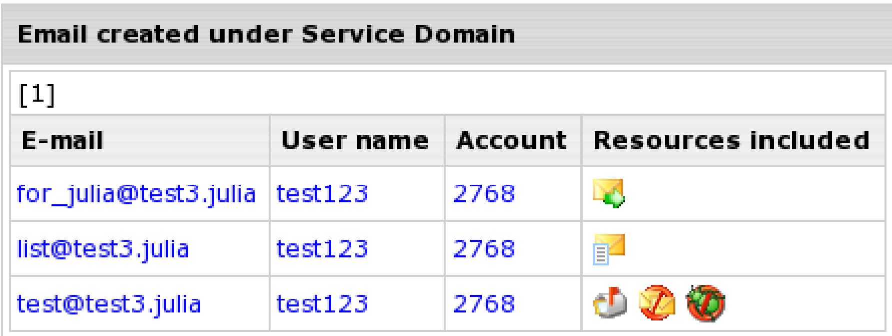
- You can add any mail resources except for SPF, Mail Relay, Mail Domain Alias and Catch All.Use unique names for all mail objects on the service domain level. For instance, if you create mail forward `test@test.com`, another user can't create mailbox named `test@test.com`.
- Use unique names for all mail objects on the service domain level. For instance, if you create mail forward `test@test.com`, another user can't create mailbox named `test@test.com`.

Managing Mail Under Service Account

Log into your service account and go to **Mail Service** page and click at **Email created under Service Domain** link:



It will show the list of all mail resources created under this service domain:



Email created under Service Domain

[1]

E-mail	User name	Account	Resources included
for_julia@test3.julia	test123	2768	
list@test3.julia	test123	2768	
test@test3.julia	test123	2768	

AntiSpam Protection

AntiSpam allows to trace, filter out and delete spam messages coming to your mailbox. The system doesn't delete messages recognized as spam. It only marks them as spam and delivers them in a regular way, which is why these messages also count against your summary traffic.

You can manage antispam protection on the level of account, mail domain and mail resource.

In this section:

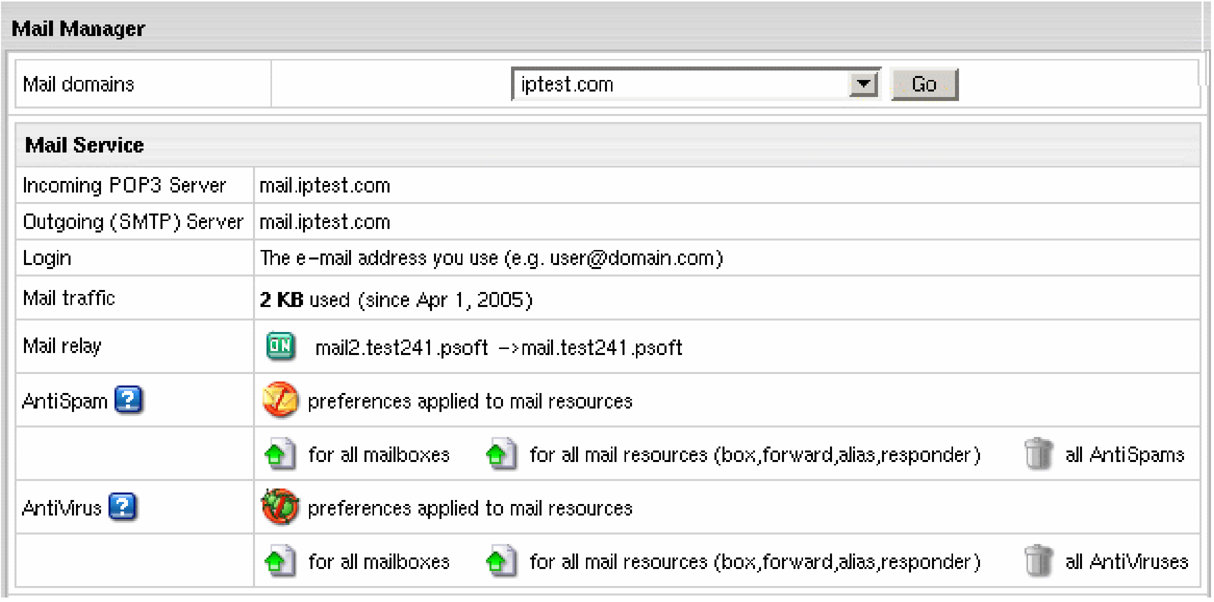
Managing Antispam for the Entire Account

1. Select **Account settings** in the **Account** menu. The following page will show:

2. Click to add antispam resource **for all mailboxes** or **for all mail resources (box, forward, alias, responder)** in this account.
3. You can delete all antispams in this account by clicking the **Trash** icon.

Managing Antispam on the Mail Domain Level

1. Go to the **Mail Info** menu and select the mail domain from the drop-down box.
2. Click **Go** and you will see the mail service details of the chosen mail domain:



3. Click to add antispam either **for all mailboxes** of this mail domain or **for all mail resources (box, forward, alias, responder).** If necessary, you can delete all antispams under this mail domain by clicking the **Trash** icon.
4. Clicking the antispam icon will let you configure antispam settings for mail resources.
5. Click the **Submit** button at the bottom of the form.

Managing Greylisting Settings

Parallels H-Sphere 3.3 introduces the *greylisting* method (http://www.greylisting.org/) of filtering spam for mail domains and mailboxes.

➢ ***To configure greylisting parameters for a domain:***

1. Go to the **Mail Info** menu and select a domain from the drop-down list.
2. Click the **Edit** icon next to the **Grey List Manager** field.
3. On the page that appears, set the following greylisting parameters:
   - **GL_MIN_REJECT**: Minutes to wait after the first delivery attempt. *Range:* 1-60 minutes. *Default value:* 5 minutes.
   - **GL_MAX_WAIT**: Days after the first delivery when subsequent delivery attempts will not be accepted. *Range:* 1-30 days. *Default value:* 1 day.
   - **GL_ACCEPT_GOOD**: Days to pass after successful delivery when mail with the same IP/sender/recipient combination can be accepted. Cannot be less than `GL_MAX_WAIT`. *Range:* 1-30 days. *Default value:* 3 days.

   If you wish to reset your changes, click **Restore Defaults**.
4. To apply these settings to antispam settings for all mail resourses, click the **Set** button. Note that this will override individual greylisting settings for mail resources.
5. Click **Submit** to apply changes.

➢ ***To set greylisting parameters for a mailbox:***

1. On the **Mail Manager** page for a mail domain, find and click a required mail resource from the **E-Mail** list.
2. In the **Edit E-Mail** form, make sure the **Grey List** box is checked. Click **Submit** to return to Mail Manager.
3. The **Grey List Edit** icon will appear next to the mail resource under the **Resource Included** column. Click this icon and configure the greylisting parameters as described above.

Managing Mail Domain Keys

H-Sphere 3.3 introduces the DomainKeys antispam technology: a domain-level authentication framework for e-mail by using public-key technology and DNS to prove the provenance and contents of an e-mail message. It is an analog of S/MIME signing and verification at the mail service level. Made via generation of public/private key pair, where public key posted as a TXT DNS record, while private key is stored in a pre-defined location on a mail server.

➢ ***To enable and configure Mail Domain Keys for a mail domain:***

1. Go to the **Mail Info** menu and select a domain from the drop-down list.
2. To enable DomainKeys for the domain, click the **Enable** icon next to the **Mail Domain Keys Manager** field.
3. Click the **Edit Mail Domain Keys** icon next to the **Mail Domain Keys Manager** field.
4. On the page that appears, set the mail domain keys preferences into one of the three states: **Bad Error**, **Soft Error**, or **Ignore**.

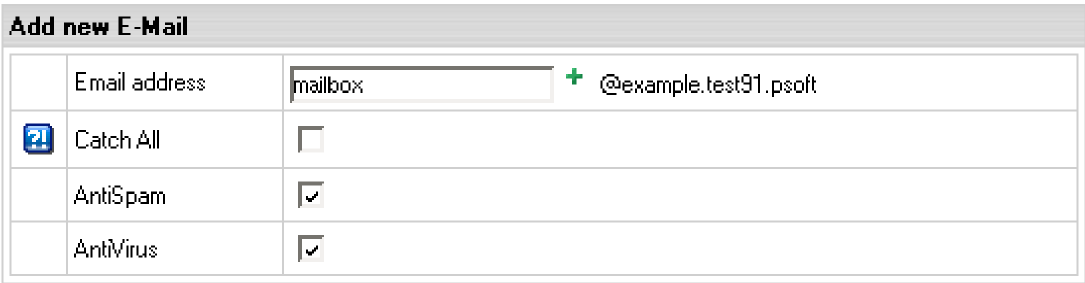
   If you wish to reset your changes, click **Restore Defaults**.
5. To apply these settings to antispam settings for all mail resources, click the **Set** button. Note that this will override individual mail domain keys settings for mail resources.
6. Click **Submit** to apply changes.

➢ ***To set greylisting parameters for a mailbox:***

1. On the **Mail Manager** page for a mail domain, find and click a required mail resource from the e-mail list.
2. In the **Edit E-Mail** form, make sure the **Mail Domain Keys** box is checked. Click **Submit** to return to Mail Manager.
3. The **Edit Mail Domain Keys** icon will appear next to the mail resource under the **Resource Included** column. Click this icon and configure the greylisting parameters as described above.

Configuring Antispam Protection for Mail Resource

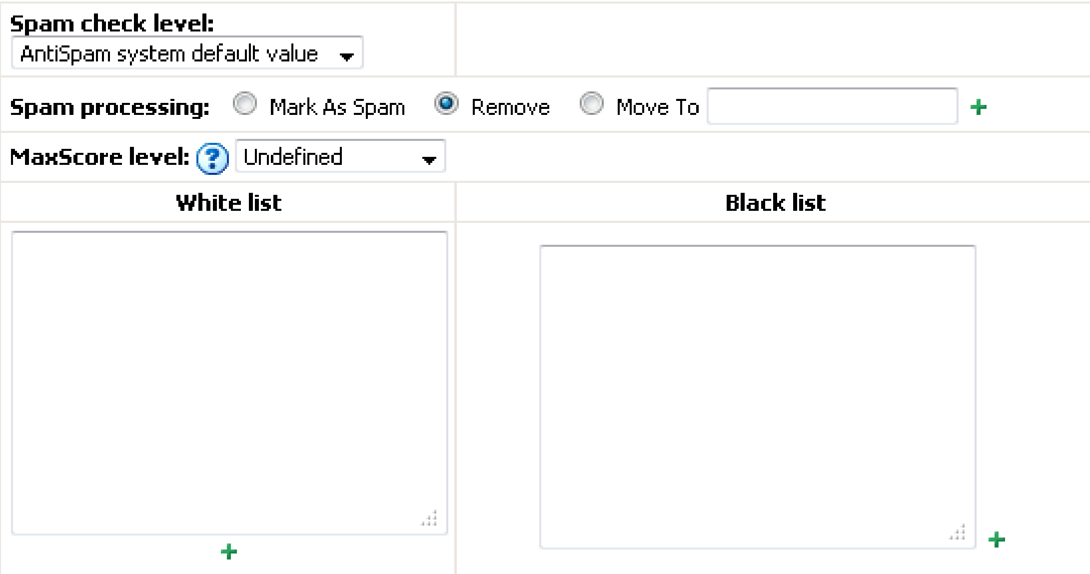
1. Click the e-mail address in the **E-mail** list on the **Mail Controls** page.



2. On the page that appears check the **AntiSpam** box and click **Submit** at the bottom of the form.
3. On the **Mail Manager** page click the **Antispam** icon in the **Resources included** column:

E-mail	Resources included	Properties	
postmaster@olesya.test91.psoft		10 MB **(Unchangeable)**	
mailbox@olesya.test91.psoft		**0.03** MB of 5 MB **Store To**: webmaster	
webmaster@olesya.test91.psoft		**0.03** MB of 5 MB webmaster's account	

4. Fill up the **Antispam preferences** page that will show:



a **Spam check level** determines how aggressively spam will be filtered. Antispam filters analyze each email message as it passes through the gateway email server and score it between 1 and 14. The larger the number the more likely it is considered to be spam:

- **Very Aggressive:** guarantees almost anything delivered to your mailbox will be legitimate. However you will lose a lot of email (*processes messages that score over 2*)
- **Aggressive:** guarantees anything delivered to you will be legitimate. Still a fair chance of false positives (*processes messages that score over 4*)
- **Normal:** might block some mailing lists messages (*processes messages that score over 7*)
- **Relaxed:** accepts semi-legitimate bulk mail (*processes messages that score over 10*)
- **Permissive:** accepts almost everything (*processes messages that score over 14*)

  The default value is usually 5, but this can be changed by the hosting system administrator.

b **Spam processing:**

- **Mark as spam**: this will tag the email as spam, i.e. add the word SPAM to the subject line of the email and then forward the email on to the client as an attachment with details.
- **Remove**: this will delete the spam email so when the client performs a send/recieve, they will never see the email.
- **Move To**: this allows you to specify a mailbox spam email goes to. The client will never see this email unless they access the specified mailbox.

c **MaxScore level**, if not **Undefined**, overrides the **Spam check level** with an alternative score range from 20 to 500:

- **Very Aggressive** - 20
- **Aggressive** - 40
- **Strict** - 60
- **Moderate** - 80
- **Neutral** - 100
- **Soft** - 150
- **Permissive** - 200
- **Loose** - 300
- **Very Loose** - 500

  If spam email is detected on this level, it is deleted irrespective of your choice for **Spam processing**.

d **White List** - sender e-mail addresses to accept

e **Black List** - sender e-mail addresses to reject

Note: White and Black Lists have priority over the spam check level.

* you can use masks using '*' and '?'. For example: *@domain.com, ?abc@domain.com, **.domain.com*

* e-mail addresses or masks should be separated by ',' or ';' or 'ENTER' or 'TAB' or 'SPACE'.

---

5. Click the **Submit** button at the bottom of the form.

Once default Antispam preferences were changed and customized, it shows as a custom icon next to the mailbox:

E-mail	Resources included	Properties	
abox10@unix1306.greg.zzz		0.00 MB of 1 MB axiss	

It helps you track changes in your mail resources.

AntiVirus Protection

AntiVirus resource checks incoming mail for viruses and if detects any, sends e-mail notification about it and deletes the virus mail. You can enable antivirus resource for all mail domains in your account, for specific maildoman and for mail resources of specific mail domain.

You can manage antivirus protection on the level of account, mail domain and mail resource.

In this section:

Managing Antivirus for the Entire Account

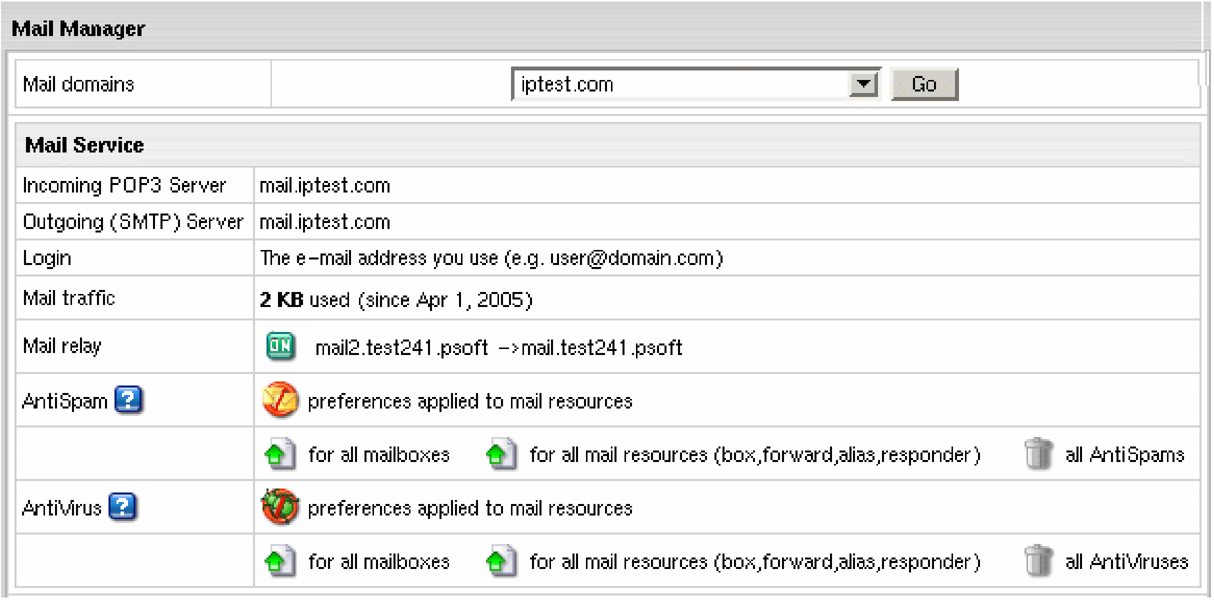
1. Select **Account settings** in the **Account** menu. The following page will show:

	AntiVirus	Include for new mail resources
		for all mailboxes for all mail resources (box,forward,alias,responder) all AntiViruses

2. Click to add antivirus resource **for all mailboxes** or **for all mail resources (box, forward, alias, responder)** in this account.
3. You can delete all antiviruses in this account by clicking the **Trash** icon.

Managing Antivirus on the Mail Domain Level

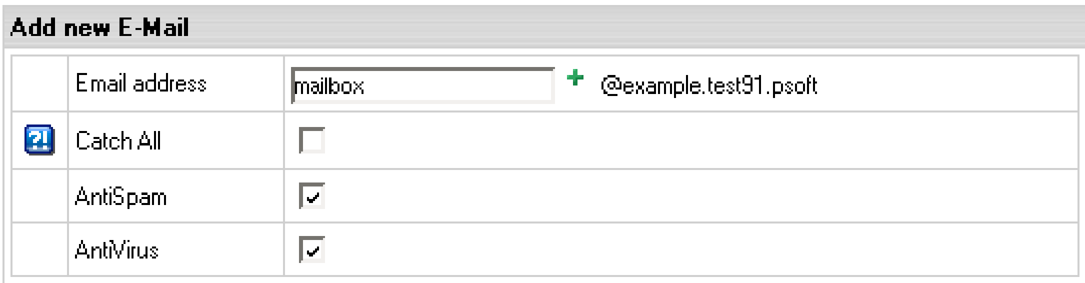
1. Go to the **Mail Info** menu and select a mail domain from the drop-down box.
2. Click **Go** and you will see the mail service details of the chosen mail domain:



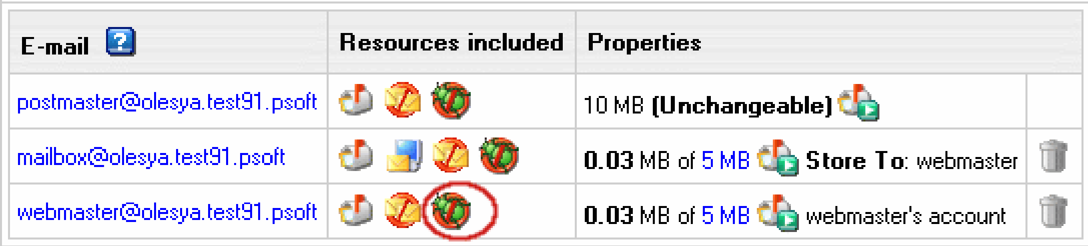
3. On the page you will be taken to, add antivirus resource either **for all mailboxes** of this mail domain or **for all mail resources (box,forward,alias,responder)**. If necessary, you can delete all antiviruses under this maildomain by clicking the **Trash** icon.
4. Clicking the antivirus icon will let you configure antivirus settings for mail resources.
5. Click **Submit** at the bottom of the form.

Configuring Antivirus Protection for a Mail Resource

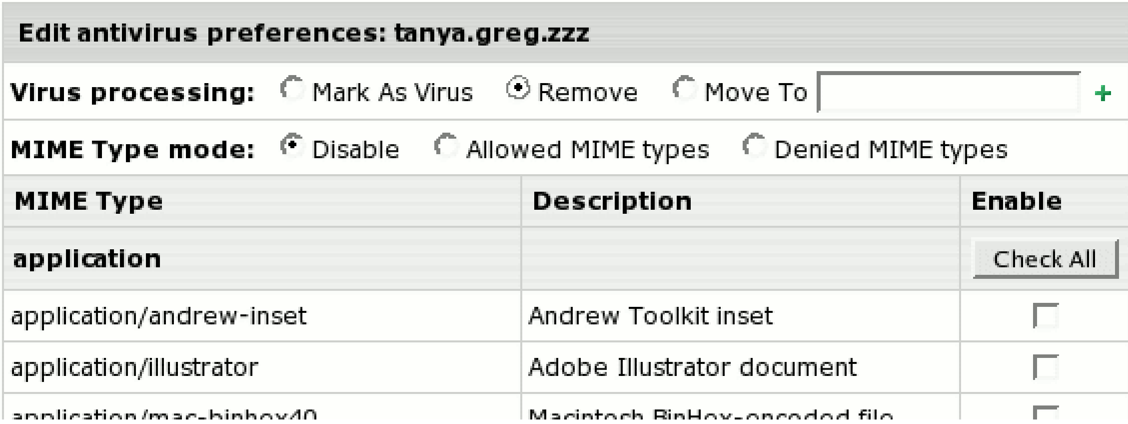
1. Click the e-mail address in the **E-mail** list on the **Mail Manager** page. The following page will appear:



2. Check the **AntiVirus** box.
3. Click the **Submit** button at the bottom of the form.
4. On the **Mail Manager** page click the **Antispam** icon in the **Resources included** column:



5. On the page that appears, edit the **Antivirus Preferences** if necessary:



- **Virus processing.** By default, it is set to **Remove** all incoming mail that bears a virus.
  - **Mark as virus:** this will tag the email as virus, i.e. add the word virus to the subject line of the email and then forward the email on to the client as an attachment with details.
  - **Remove:** this will delete the email so when the client performs a send/recieve, they will never see the email.
  - **Move to:** this allows you to specify a mailbox infected email goes to. The client will never see this email unless they access the specified mailbox.
- **MIME type.** This will tag an email as virus according to the attachment's MIME Type. By default, it is disabled.
  - **Disabled:** this will make MIME Type mode unavailable.
  - **Allowed MIME Types:** this lets you check the MIME Types to be allowed, so the client will receive the emails **only** of these MIME Types. The other emails will be rejected.
  - **Denied MIME Types:** this lets you mark the MIME Types to be denied, so the emails with attachments of these MIME Types will be rejected and returned to a sender.

The MIME Types are grouped into sections, so you can use the **Check all** options to mark all the section and click **Submit**.

6. Once default Antispam preferences were changed and customized, it shows as a custom icon next to the mailbox:

It helps you track changes in your mail resources.

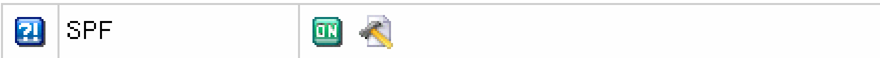
E-Mail Forgery SPF

SPF or Sender Policy Framework (http://spf.pobox.com) fights e-mail forgery. It prevents unauthorized people from forging your email address. When you enable SPF, a DNS record is created to define IPs allowed to send mail from your mail domain. On receiving an e-mail from your mail domain, correspondent's server checks if the IP address that the e-mail's come from is listed in your SPF DNS record. If it's not, the e-mail will be rejected or flagged as suspicious.

E-mails sent to your mail domain will undergo similar check-up. Provided SPF in enabled on the sender's mail domain, e-mails coming from the IP that isn't listed in the senders SPF DNS record, will be rejected or flagged as suspicious according to your SPF policy configuration

SPF can be enabled/disabled for a mail domain and/or domain aliases with mail service or mail domain alias.

You configure SPF preferences when you enable SPF. Later you can change SPF configuration by clicking the **Edit** icon next in the mail domain/mail domain alias SPF entry:



you will be taken to **SPF preferences** page:

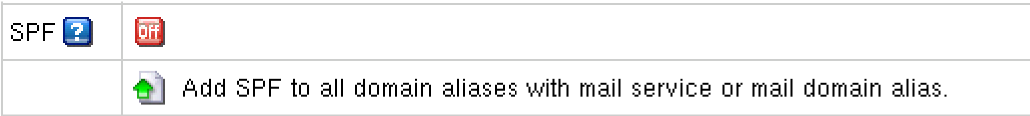
Here you set SPF politics or recommendations on how mail received from your mail domain should be treated by correspondent's mail server. For example, by setting **SPF mechanism prefix** to *fail* you announce that any message received from this domain is a forgery and recommend corespondent's server to reject it.

In this section:

Enabling SPF

➢ ***To enable SPF on domain:***

1. Go to **Mail Info** > **Mail Manager** and choose domain in the **Mail domains** drop-down list.
2. Turn ON SPF entry:



3. On the page you will be taken to configure SPF preferences (on page 105).

➢ ***To enable SPF on domain alias:***

1. Go to **Domain Settings** > **Domain Info** and click the domain name.
2. Click the **Edit** icon next to the domain alias
3. Turn a button in the SPF entry to ON. You can't enable SPF on domain aliases without mail service or mail domain alias.
4. On the page you will be take to configure SPF preferences (on page 105).

Alternatively, you can enable SPF on all mail domain's aliases with mail service or mail domain alias, by clicking the **Add** icon below the SPF entry on your mail domain settings page.

Disabling SPF

➢ ***To disable SPF on domain:***

1. Go to **Mail Info** > **Mail Manager**.
2. Choose domain in the **Mail domains** drop-down list.
3. Turn OFF SPF entry. Turning SPF OFF on the mail domain doesn't disable it on its aliases.

➢ ***To disable SPF on domain alias:***

1. Go to **Domain Settings** > **Domain Info** and click the domain name.
2. Click the **Edit** icon next to the domain alias.
3. Turn a button in the SPF entry to OFF.

Alternatively, you can disable SPF on all mail domain's aliases with mail service or mail domain alias, by clicking the **Add** icon below the **Trash** icon below the SPF entry on your mail domain settings page.

Outlook Express Mail

To configure your Outlook Express or any other e-mail client, you need to know your POP3 and SMTP servers.

To find them, log into Parallels H-Sphere control panel and go to the **Mail Info** menu.

Your provider's mail server may use different SMTP relays for sending mail - **POP before SMTP** or **SMTP AUTH**.

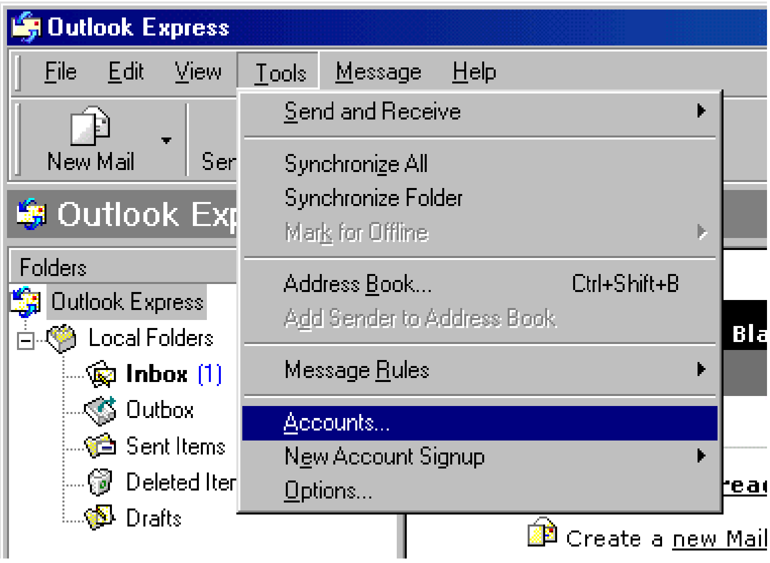
In this section:

Configuring Outlook Express With POP Before SMTP

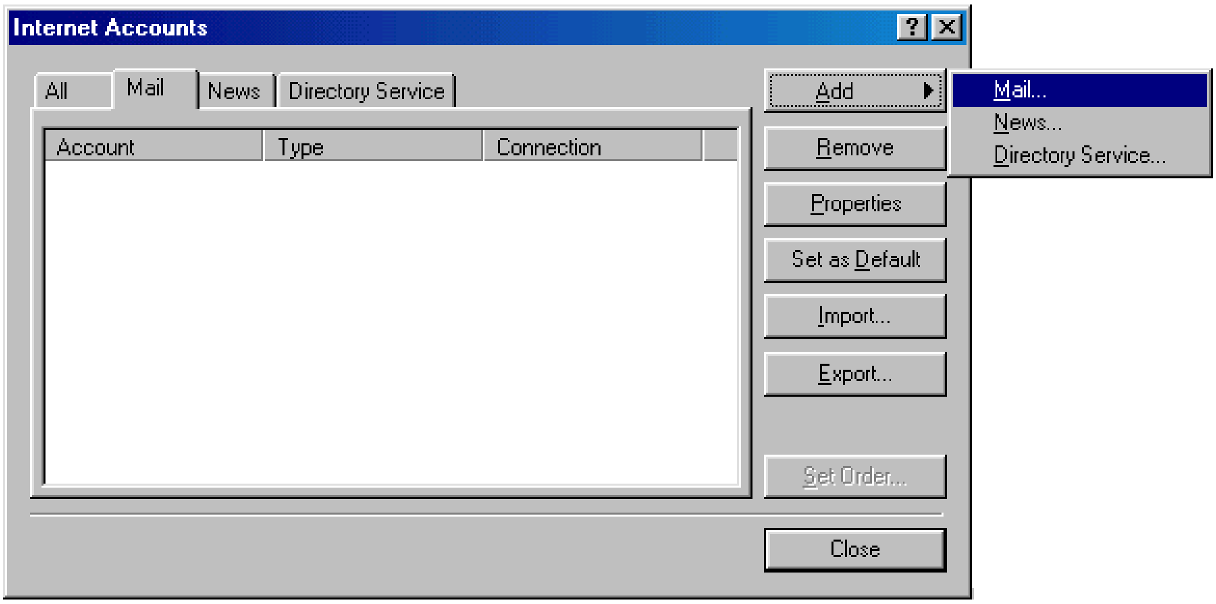
In **POP before SMTP**, the relay system collects your IP address when you authenticate yourself with the POP server, and then permits SMTP relaying from that IP address for a short period of time. In other words, if your server uses POP before SMTP, you need to check your mail first, only then you can send your messages.

➢ ***To configure this email client with the*** *POP before SMTP* ***relay:***

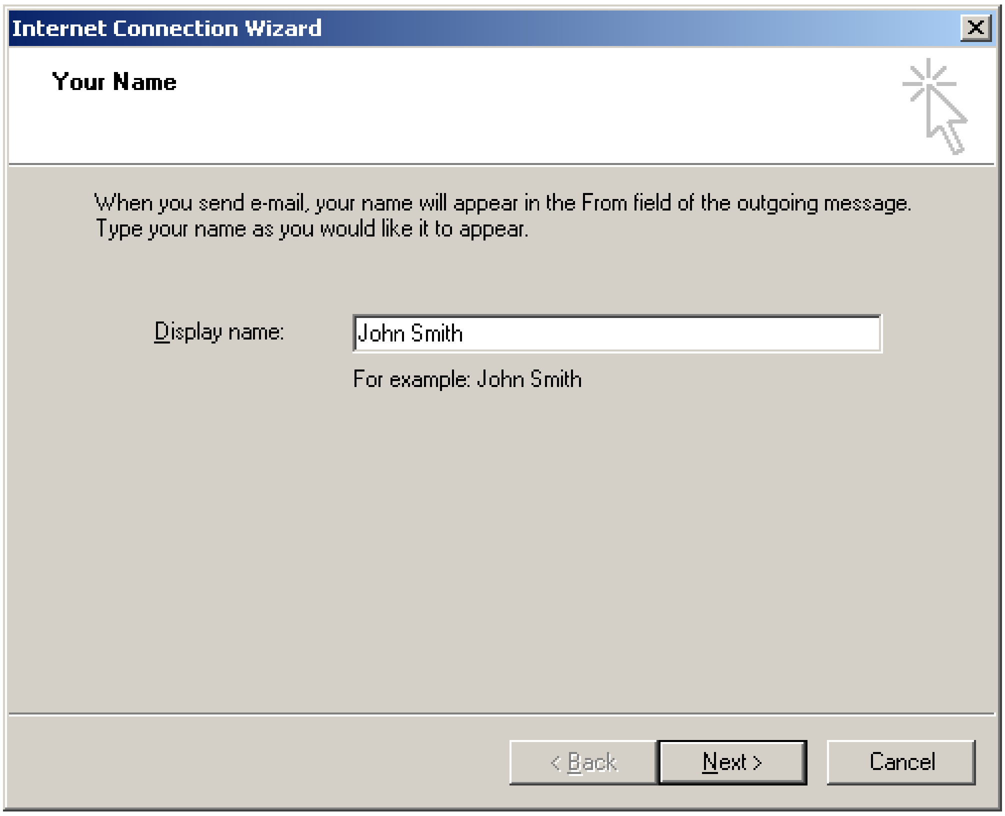
1. Open **Outlook Express**.
2. In the menu bar, go to the **Tools** drop-down menu and select **Accounts**.



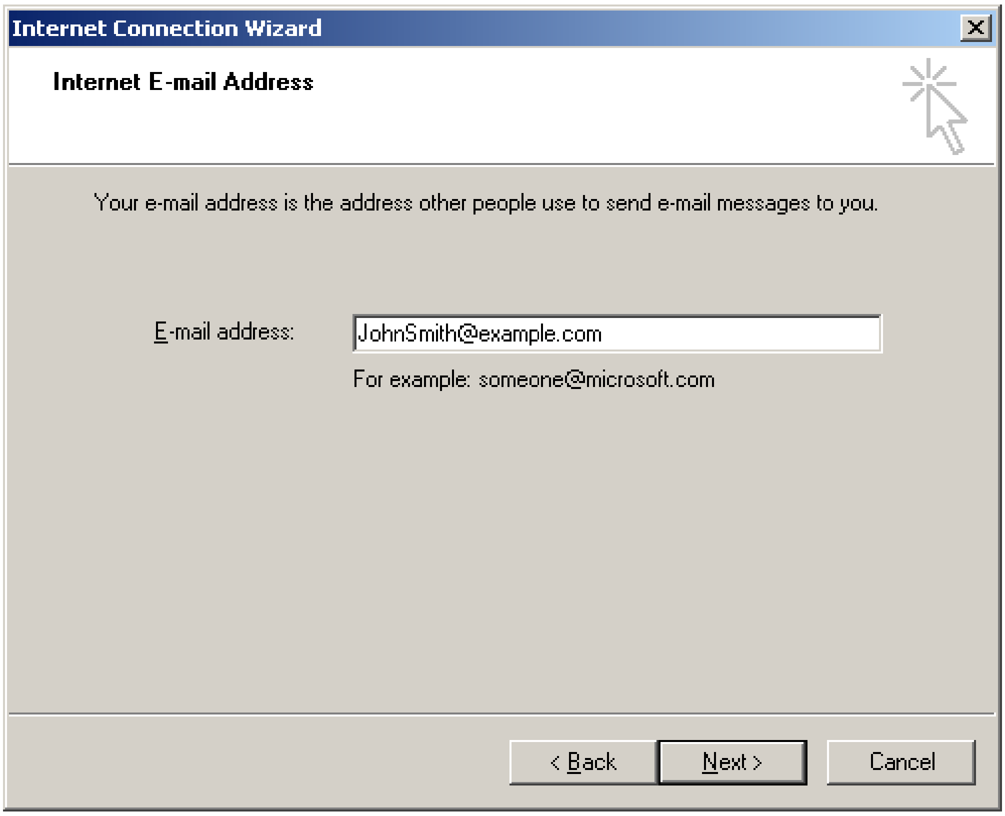
3. On the page that shows, click **Add** and select **Mail**.



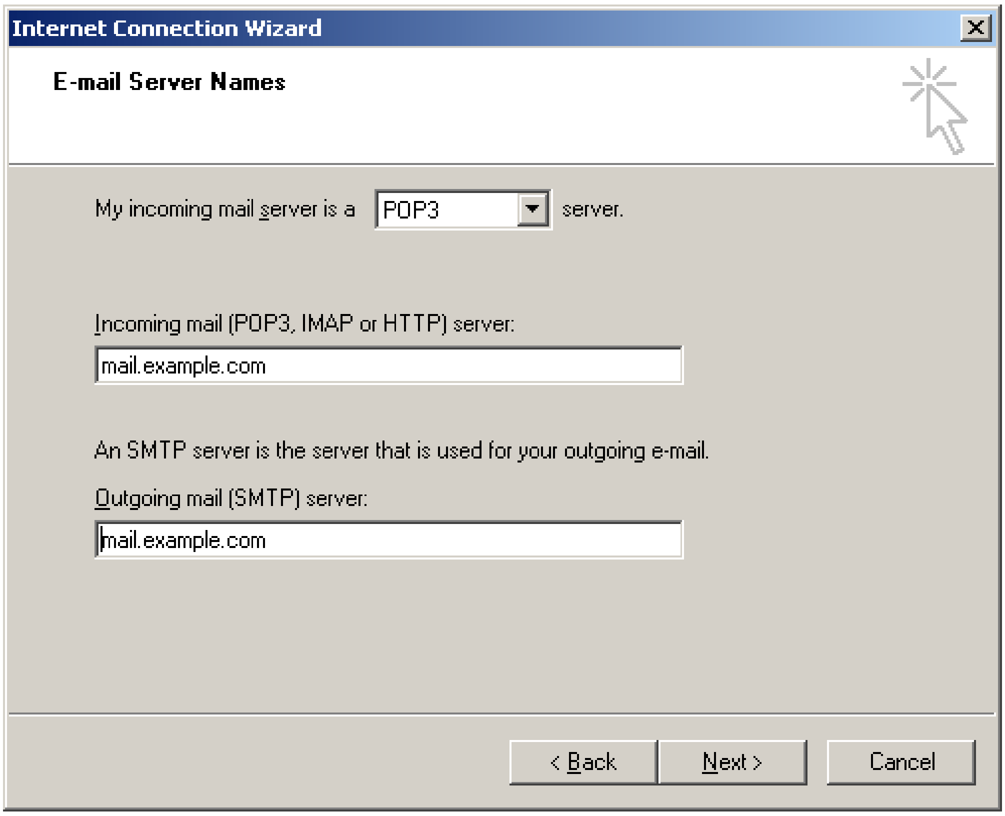
4. On the wizard page that shows, enter your name in the field and click **Next** to proceed.
   Note: this email will appear when you send out emails.



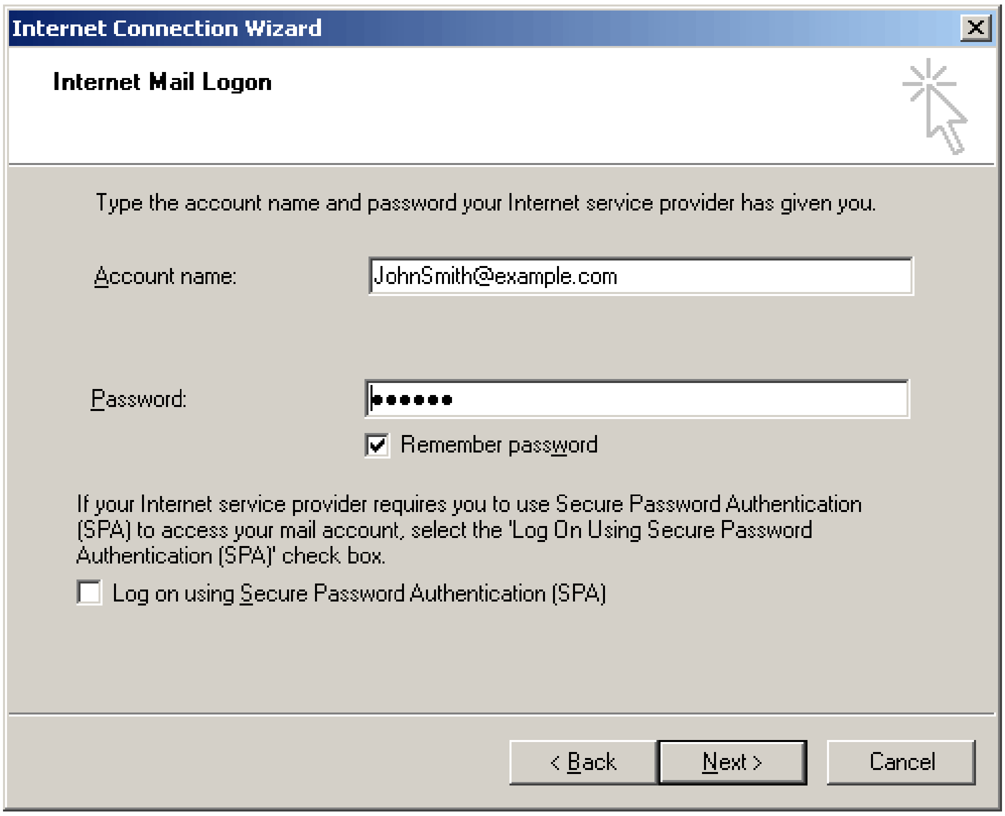
5. On the page that shows, enter your **Email Address** and click **Next** to proceed.



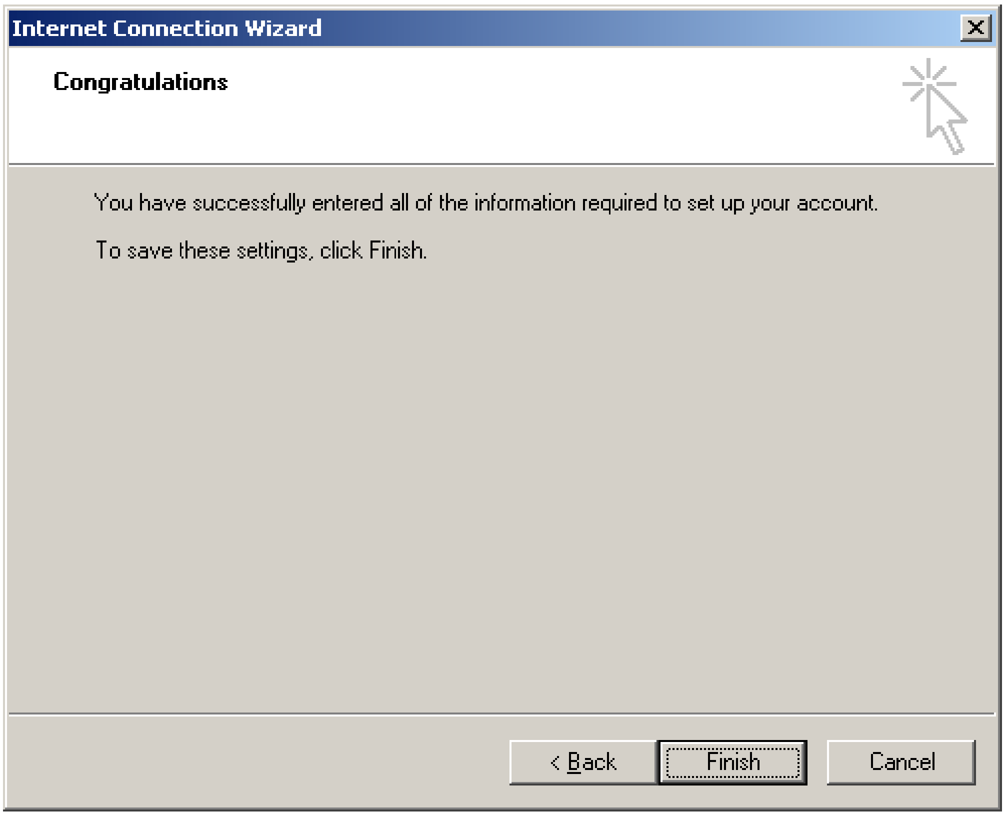
6. In the form that shows, choose POP3 as your incoming server and enter mail server name for both Incoming and Outgoing Mail. Click Next to proceed.



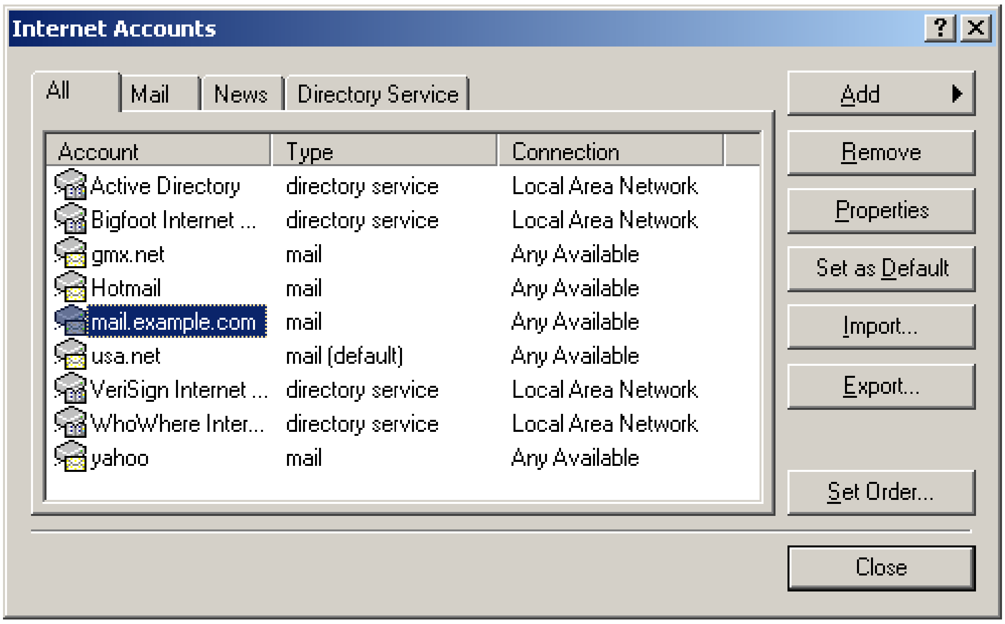
7. On the **Internet Mail Logon** page enter **full** email address in the **Account Name** field and mailbox password in the **Password** field. Check the **Remember Password** box to avoid entering it every time you check or send email and click **Next** to proceed.



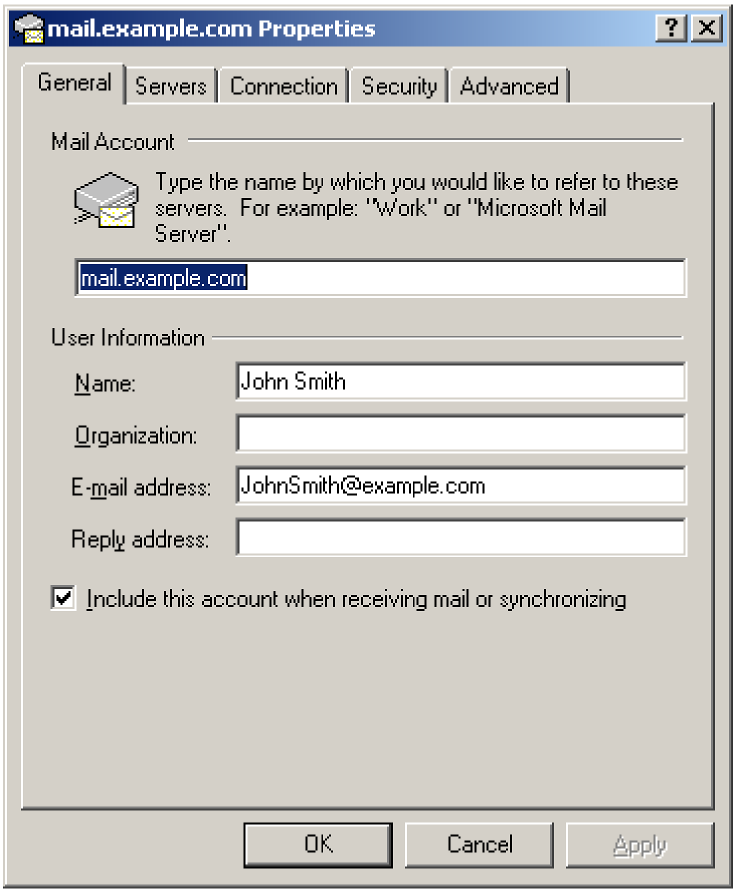
8. On the page that shows, click **Finish** to save settings and get back to the list of email accounts



9. Now that email account is created, select **Accounts** from the **Tools** drop-down list in the menu bar.
10. On the **Internet Accounts** window, select the newly created mail account and click **Properties** to edit the settings for your email account.



11. On the **Properties** page that appears, choose the **General** tab and check the settings of your email account.



Here you can:

- set the name that will show in your letters
- set reply email (should be the same as email)

12. Click **Apply** and **OK** to save settings.

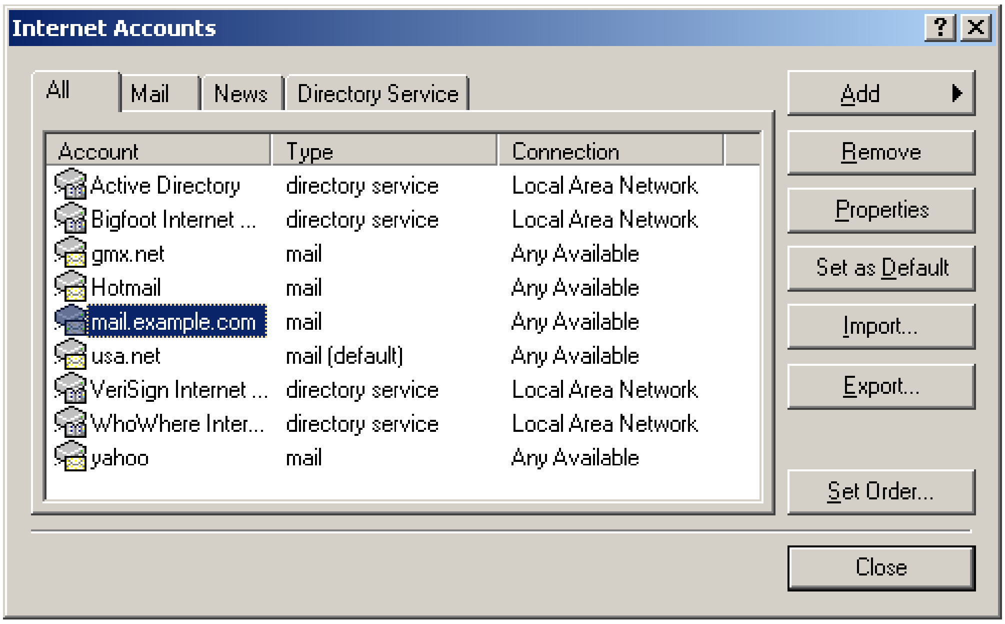
Configuring Outlook Express With SMTP Auth Relay

If your mail server uses **SMTP AUTH**, you must configure your Outlook Express to send a login and password not only when you receive mail, but also when you send it. Ask your provider which relay the server uses.

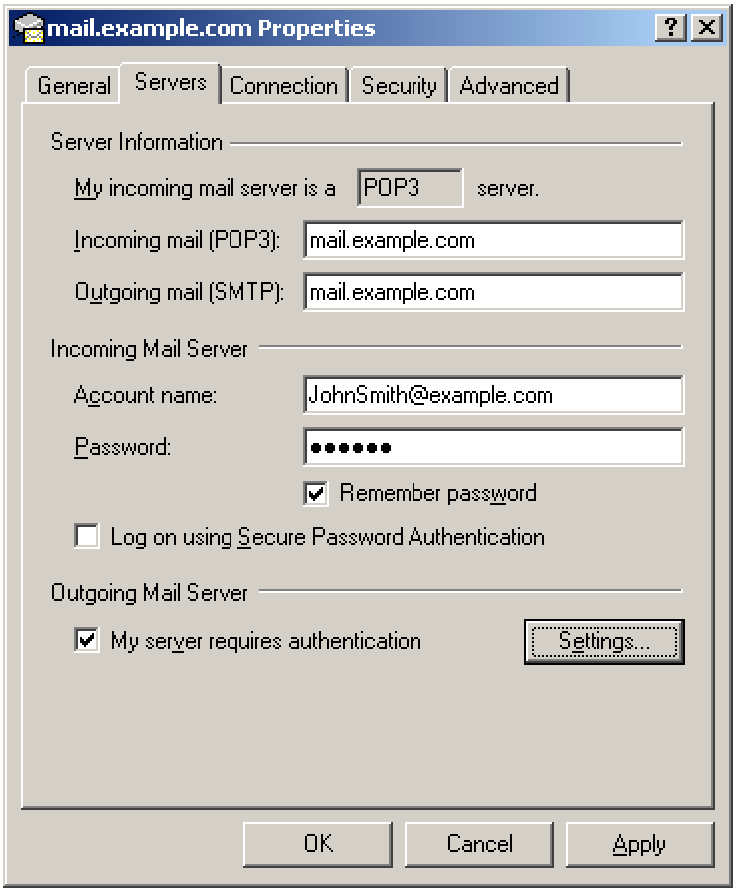
You can set **SMTP Auth** relay right after your email account is created.

➢ ***To configure this email client with the*** *SMTP Auth* ***relay:***

1. Select **Accounts** from the **Tools** drop-down menu in the menu bar.
2. On the **Internet Accounts** window, select the newly created mail account and click **Properties** to edit the email settings.



3. On the **Properties** page, choose the **Servers** tab and check **My server requires authentication** box:



4. Click **Settings** on the right. **Outgoing Mail Server** window will show.

Here you can:

- use the same settings as incoming server;
- enter account name and input another password for outgoing email.
- check **Remember password** if you don't want to enter password each time you send out email.

5. Click OK.
6. Back on the **Properties** page, click **Apply** and **OK** to save settings and then close all dialog boxes.

Now that **Outlook Express** is configured, you can send and receive email.

Eudora Mail Client

To configure your Eudora or any other e-mail client, you need to know your POP3 and SMTP servers.

To find them out, log into Parallels H-Sphere User control panel and got to the **Mail Info** menu.

Your provider's mail server may use different SMTP relays for sending mail - **POP before SMTP** or **SMTP AUTH**.

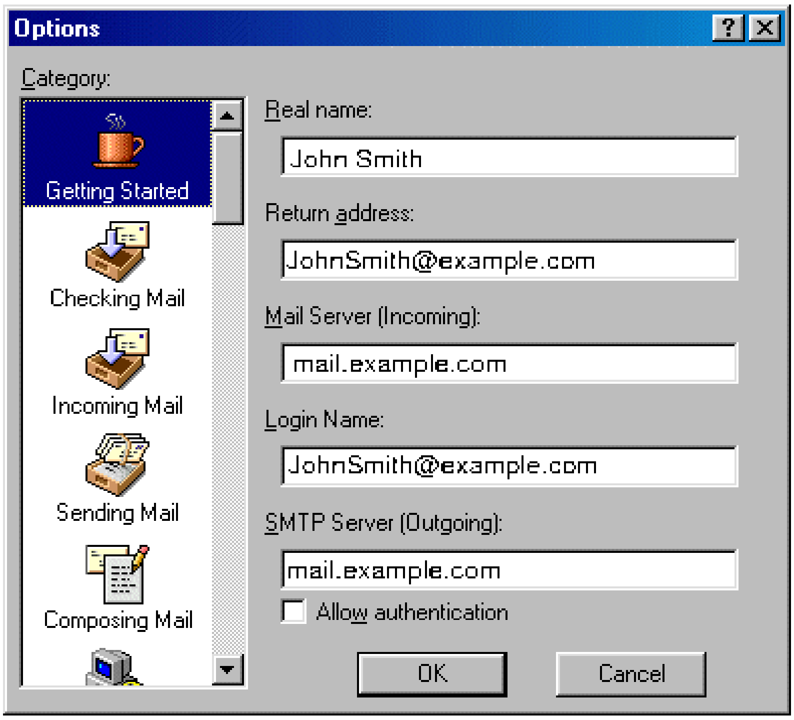
In **POP before SMTP**, the relay system collects your IP address when you authenticate yourself with the POP server, and then permits SMTP relaying from that IP address for a short period of time. In other words, if your server uses POP before SMTP, you need to check your mail first, only then you can send your messages.

If your mail servers uses **SMTP AUTH**, you must configure your Eudora to send a login and password not only when you receive mail, but also when you send it. Ask your provider which relay the server uses.

➢ ***To configure Eudora:***

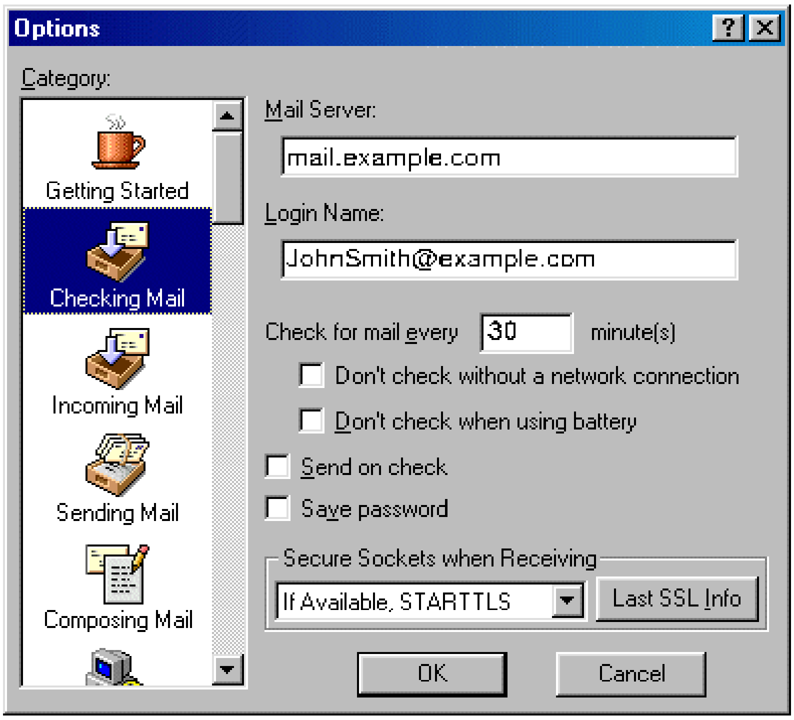
1. Open Eudora and go to the **Tools** menu > **Options**.

2. On the page that shows, select **Getting Started** on the left and fill in the following form:



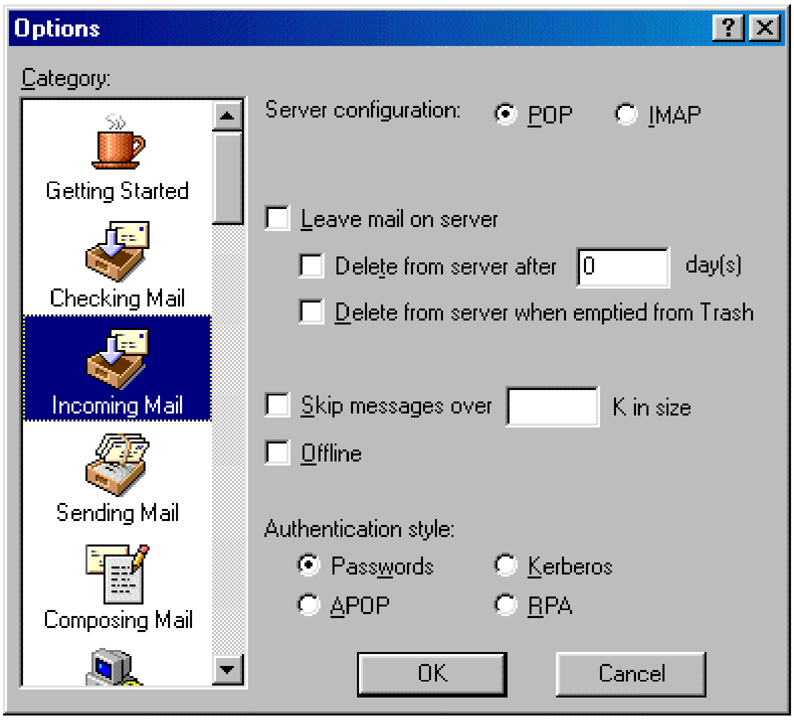
- **Real name** - enter the name you would like others to see when they receive your e-mail;
- **Return address** - your full e-mail address;
- **Mail Server** - your incoming mail server;
- **Login Name** - your e-mail address;
- **SMTP Server** - your outgoing mail server.

3. Click **OK**. Once you have filled these fields, Eudora will populate other settings based on your input.
4. Select **Checking Mail** on the left and fill out the form that shows:



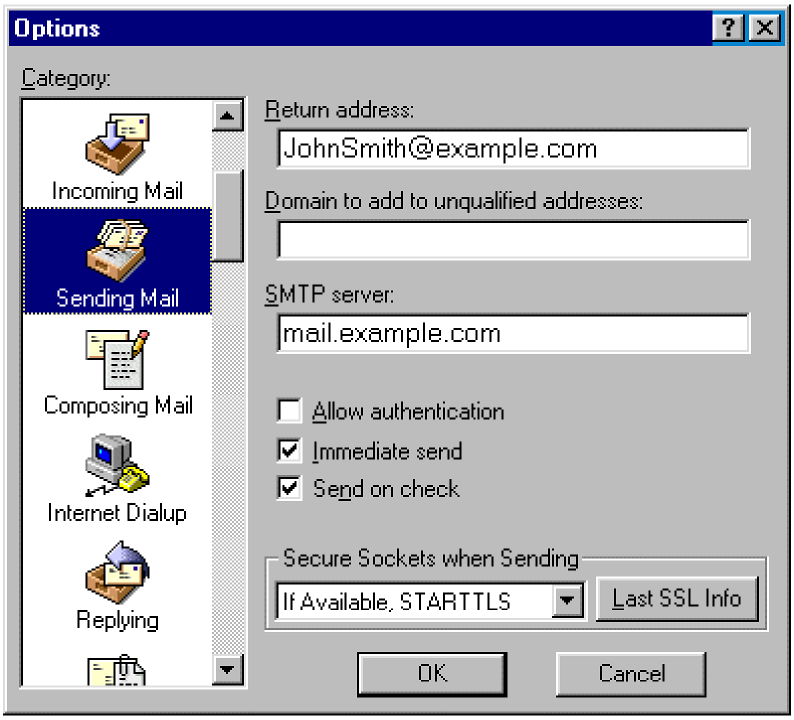
- **Mail Server (POP)** and **Login Name** should be populated from your input on the **Getting Started** screen.
- **Check for mail every "X" minutes** - determine how often Eudora will check for new mail messages when you are connected.
- **Send on check** - allows you to send any outgoing mail messages at the time that you check for incoming mail.
- **Save password** - check it and you won't enter it each time you check your mail.

5. Click **OK** to save settings.
6. Select **Incoming Mail** on the left and check the necessary options:



- **Server Configuration** - must be set to POP;
- **Leave mail on server** - allows your e-mail to be stored on a server; Otherwise, mail can be deleted after storing for a certain amount of days or upon emptying from Eudora's Trash bin;
- **Skip messages** - allows you to not download messages that are of a large size;
- **Offline** should not be checked;
- **Authentication style** should be set to **Passwords**.

7. Click **OK**.
8. Select **Sending Mail** on the left.



9. **Return address** and **SMTP server** should already be completed from previous fields on the **Getting Started** tab;
   - **Domain** field can be left blank;
   - **Allow authentication:** Leave it unchecked for **POP SMTP relay.** Should be checked only for **SMTP Auth Relay**
   - **Immediate send** allows Eudora to send messages immediately after being written, as opposed to storing them in the Outbox for you to send at a later time;
   - Check **Send on check** to send any outgoing mail messages at the time that you check for incoming mail;
   - Leave **Secure Sockets** as the default setting;
10. Click **OK** to save settings.

Now that Eudora Mail is configured, you can send and receive emails.

CHAPTER 13

Web Site Statistics

Information about the operation of your site is critical for decision-making. To obtain this information, you need to analyze statistical data that is written to log files in your home directory on the server:

- **Transfer log.** Stores combined data about every visit to your site, including:
  - Remote host IP (visitor's IP);
  - Time of request (when visitor requested the page);
  - First line of request;
  - Error generated by request, if any;
  - Size of message sent in response to the request;
  - Referrer (from which page visitor was directed);
  - Agent ID (type of browser or another agent and related information, such as user's OS).
- **Referrer log.** Stores the list of URLs from which visitors are referred to your site.
- **Agent log.** Stores data about agents used to enter the site—such as browsers or any other Internet-based software - and all related data.
- **Error log.** Stores data about errors generated by the server (for example, the Page Not Found error) or by your CGI scripts.

These are called **raw** logs which processed to obtain readable information, usually in the form of tables and charts. So, to start with your Web site statistics, check if stats logging is enabled.

Depending on your hosting plan, your account may include different tools to track and report your Web site statistics.

In this chapter:

Enabling Stats Logging

➢ ***To enable or disable writing to log files:***

1. Select **Domain Info** in the **Domain Settings** menu.
2. Click the **Edit** icon next to the **Web Service** field.
3. On the page that shows, scroll down to the **Settings** section and click the **ON/OFF** icon next to the log files.

Viewing Raw Logs

Raw logs are difficult to read, but luckily you don’t need to do this. However, if you need to take a look at the log file records:

1. Select **Quick access** in the **Account** menu and click the **Web Options** icon.
2. Choose the necessary domain.
3. Scroll down to Log files and click the **View** icon next to it.
4. List of log files shows.Click the necessary file and all its records will show.

Note: Entering end in the **Line Number** field will show a list of records from the tail of a log file.

Running Third-Party Log Analyzers

Log analyzers parse raw logs to produce visual reports in HTML format for viewing through a browser.

➢ ***To enable these analyzers and view statistics reports for your sites:***

1. Select **Domain Info** in the **Domain Settings** menu.
2. Click the **Edit** icon next to **Web Service**.
3. On the page that shows, enable/disable the statistics package you want.
4. Click the **Apply** link on the right of this domain.
5. Click the **View** icon to go to the page of the statistics report.
   This page is renewed once every 24 hours. Please wait till the next morning to see the report to show up. The report must contain statistics since the raw logs were enabled (on page 121).

Urchin

Urchin (http://www.urchin.com/products/urchin_dedicated.html) is a commercial (not free) web analytics software, which can be available both for Unix and Windows hosted accounts.

Urchin is used on millions of sites worldwide, including over 20% of the Fortune 500.

Urchin will help you:

- **Track** overall site traffic, including unique visitors, referrals, domains, and search engines
- **Analyze** and improve the quality and loyalty of your site’s traffic
- **Make** more money by maximizing the effectiveness of your search engine optimization and cost-per-click advertising

Urchin software analyzes your website log files and delivers fast, interactive reports and graphics on every aspect of your website’s traffic and visitors.

Urchin is easy to install and allows you to view reports in seven languages, with clear explanations of what you are viewing on each report.

Urchin is an essential tool for web designers, marketing professionals, webmasters, and anyone interested in the success of their web business. Urchin is modular, so you can buy the licenses that best fit your needs.

AWStats

AWStats (http://www.awstats.org) is a free web analytics tool, which can be available both in Unix and Windows hosted accounts. It generates web, ftp or mail server statistics into graphical web pages. AWStats statistics for your domain is available in your browser at `http://<your_domain>/cgi-bin/awstats.pl`

AWStats has a separate configuration file for each serviced domain. You can find this file in your home directory `<DOMAIN_NAME>/cgi-bin/awstats.<DOMAIN_NAME>.conf`.

To protect your AWStats reports from unauthorized access, you need to configure access rules for `<DOMAIN_NAME>/cgi-bin/awstats.pl` in the `.htaccess` file as suggested in AWStats Security Tips (http://awstats.sourceforge.net/docs/awstats_security.html#2).

Webalizer

Webalizer (http://www.webalizer.com/) is one of the most popular free statistics packages. It is available only for Linux hosted accounts. Once you have Webalizer enabled, it starts collecting your web statistics. You can see it in your browser by going to `http://<your_domain>/webalizer/`.

ModLogAn

ModLogAn (http://www.modlogan.org/) is another free statistics package included into Parallels H-Sphere installation. It is available only for Linux hosted accounts. You can see Modlogan statistics for your domain in your browser at `http://<your_domain>/modlogan/`.

Protecting Statistics

If it’s provided by your plan, in Parallels H-Sphere 3.0 and up you can protect statistics of your site with password. Parallels H-Sphere will automatically use the password of your main FTP user for this purpose. After you turn such protection on occasional visitors of your site won’t be able to view its statistics simply by using such links as `http://your.site/webalizer/index.html`.

➢ ***To enable this protection:***

1. Make sure to enable (on page 121) either Webalizer, Modlogan or Awstats, or all of these before protecting.
2. On the **Quick Access** page click **Stats** in the **Tools** section.

3. Click **Off** in the **Web Statistics Password Protection** column to turn it **On** for a domain:

Edit statistics

Domain	Web Statistics Password Protection	Webalizer	Modlogan	AWStats	Status
tsunix.tst999.tst	Off	ON	ON	ON	OK
tsunix222.tst999.tst	ON	ON	ON	ON	OK

Now when clicking to view stats by one of the three analyzers enter to the prompt your main FTP login and password (on page 51).

Note: if one of the three analyzers being disabled at the moment you turned the protection on was enabled afterwards and you want to protect it as well, turn for that the **Web Statistics Password Protection** option **Off** and then **On** again.

Promoting Your Site With Kanoodle

Do you have a website, but do not have much traffic? Do you have great products and services? Are you wondering how you can get people to buy them? Kanoodle is the answer.

Kanoodle.com is a *Pay-Per-Click* Search Engine that helps drive traffic to your website. Pay-Per-Click, or PPC, is when you only “pay” when a potential customer “clicks” on a search engine listing that directs them to your website. PPC is a fast, effective, and affordable form of on-line advertising to increase your website’s traffic, branding, and sales.

Kanoodle.com is affiliated with thousands of Search Engines across the Internet. They power over 750 Million search results per month. You simply list your site with Kanoodle and they automatically list you on thousands of their partner sites like Infospace, Webcrawler, Metacrawler, Dogpile, and Go2net. It’s that easy!

When a potential customer goes to Kanoodle.com or one of their thousands of affiliated search engines, and types in one of your key words, your site comes up. Enabling you to drive traffic, make more sales, establish your brand, and earn much more money.

it’s totally *free* with no deposit or credit cards required.

If you are already registered with Kanoodle, enter your parameters in the form below and click Submit.

➢ *To get registered with Kanoodle:*

1. Select **Kanoodle** in the **Domain Settings** menu
2. At the bottom of the page that appears, click **Create a new trial Advertiser account with Kanoodle**.
3. Enter your details and click **Submit**.
4. Once your account is created, you will receive a confirmation email from Kanoodle.com

In your Kanoodle interface bid on how much you are willing to pay for each potential customer to come to your site. Bidding starts at 5 cents per click! The higher you bid on your keywords against your competition, the higher your site will appear throughout Kanoodle.com’s search listings.

CHAPTER 14

Traffic

Traffic is the data transferred to and from your Web site by your visitors plus the data transferred to and from your mailbox by incoming and outgoing mail.

In this chapter:

Summary Traffic

You can also have other types of traffic that make up your Summary Traffic:

Traffic Type	Generated
FTP User	on uploading files to your web account. If you have any FTP sub-accounts, their traffic will be included here, too.
Virtual FTP	when authorized or anonymous internet users download, upload or view files in your virtual FTP directories. If you administer your account through dedicated IP, it will be also added to Virtual FTP Traffic.
Mail	on receiving/sending e-mail messages.
HTTP	on internet visitors browsing your web site(s).
Real Server FTP	on internet users downloading media files from your RealServer directory.
Real User FTP	on uploading your media files to your RealServer directory.

Note: Control Panel navigation is not included into the total traffic.

You can see what makes up your **Summary** Traffic by clicking the Magnifying Glass icon next to **Traffic Details.**

Traffic Cycle

Regardless of account's billing period, traffic usage is calculated at the end of traffic cycle which is one month or less if traffic cycle is forced to close with a traffic limit change or other events, such as billing period closure, changing to another billing period, or other plan. For example, if you sign up on March 7 for a billing period of 6 months, traffic will be closed and reset on the 7th of each month.

The traffic run up during the last day of the traffic cycle is transferred to the next traffic cycle calculations.

Traffic Limit

The use of traffic cannot be physically restricted. This means nothing happens if you exceed your traffic limit that initially equals ***Free*** gigabytes allowed with your account: your web-sites, mailboxes and virtual FTP accounts will continue to work. Each GB beyond the limit, however, will be charged at the ***overlimit*** rate. To prevent overlimit charges, you can reserve more traffic by changing your traffic limit to the bandwidth level you are expecting to have. With traffic limit increased, each traffic month you will be accrued recurrent fee for the whole booked amount, which is usually lower than the usage (overlimit) charges.

➢ *To change traffic limit:*

1. Select **Account Settings** in the **Account** Menu.
2. Click the **Change** icon in the **Transfer Summary Traffic** field.
3. On the page, enter summary traffic you expect to run up over the month.

When you are changing traffic limit, the current traffic cycle closes, and the following calculations are performed:

1. Traffic limit for a traffic cycle is prorated to the period from the start of the traffic month to the day when the traffic limit is changed.
2. The resulting GBs are subtracted from total traffic run up by this day. The traffic run up during the last day of the traffic cycle is transferred to the next traffic cycle calculations.
3. If the result is positive, it is accrued usage fee.
4. Traffic is reset.
5. If at the beginning of the billing period you pre-paid for the traffic limit, you are refunded the recurrent fee prorated to the time left to the end of the billing period.

6. If new traffic limit is higher than free GBs provided by the plan, you are accrued recurrent fee prorated to the time left to the end of the billing period.

As the result of traffic cycle interruption the billing period for traffic becomes different from the billing period for the account.

For example, you are hosted with 0 free units, the traffic limit is 6 GB, and the billing period of 6 months starts 1 January. By 15 January, you run up 3.5 GB of traffic and decide to increase traffic limit.

1. 6 GB of month traffic limit is prorated to 15 days which makes 3 GB.
2. Prorated traffic limit of 3 GB is subtracted from 3.5 GB of traffic run up for 15 days which makes 0.5 GB.
3. 0.5 GB of excess traffic is charged at a usage fee.
4. Traffic is reset.
5. A new traffic month is open and since then will close on the 15th of each month
6. You are refunded recurrent fee for pre-paid 6 GB traffic limit. The refund is prorated to five and a half month left to the end of billing period.
7. You are accrued recurrent fee for the increased traffic limit. The fee is prorated to five and a half months left to the end of billing period.

CHAPTER 15

Disk Space

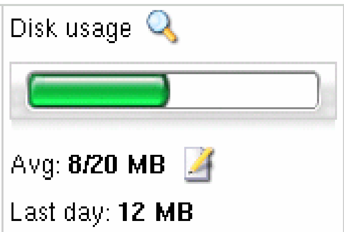
Your account allows you to host your Web site, store incoming and outgoing mail, create and manage databases. These tasks require disk space on the hosting servers provided to you through individual resource quotas. Your account's plan may be, also, configured with summary disk usage to control disk space usage on an overall basis for all your disk space consuming resources combined together.

In this chapter:

Summary Disk Usage

Average and Last Day Summary Disk Usage

Every 24 hours the system scans your FTP home directory, each of your mailboxes and databases to summarize disk space used by these resources which makes summary disk usage for the last day. Summary readings of each daily scan are added up and divided by days elapsed from the beginning of the billing month (on page 139) to make your average summary disk usage. If your hosting plan is configured with the summary disk usage resource, you will see both figures on your **Account** > **Quick Access** page:



Summary Disk Usage Limit

Free disk space allocated for all your disk space consuming resources makes your initial summary disk usage limit. However, it doesn’t stop you from using more disk space as quotas do. If you exceed it, you will be charged overlimit fees. To prevent it, increase your summary disk usage limit clicking the **Edit** icon next to the summary disk usage bar and entering a new summary disk usage limit. Summary disk usage limit can be max restricted which means you won’t be able to increase it any higher when this limit is reached. To check how much you can increase your quotas to, go to **Billing** > **Online price** and check the **Max** field in the **Summary Disk Usage** entry.

Keep in mind that your hosting plan can be configured to suspend your account if you use your summary disk usage limit by certain percent. Before suspension, you would be usually warned by e-mail of approaching your limit.

Disk Space Billing

Depending on your account’s plan configuration you can be charged for disk space based on:

- individual resource quotas
- summary disk usage

Charges for Individual Resource Quotas

When you increase:

- FTP, mailbox or Microsoft SQL quota, you are charged *recurrent fee for billing period resources*;
- MySQL/PostgreSQL database quota, you are charged *recurrent fee for monthly resources*.

Read more about it in Online Prices (on page 140) section.

Charges for Summary Disk Usage

If by the end of the billing month your average summary disk usage exceeds summary disk usage limit, you are charged usage (overlimit) fees.

If you increase your summary disk usage limit, every month you will be charged recurrent fee which is usually less than usage fees.

Individual Resource Quotas

Quotas are set separately for your home directory, each mailbox and database and define how many MB you can store in it. You can’t upload and store more MB than the resource’s quota allows (except for and) and will get an error message if you try to do so. Periodically (e.g., every 5 min.) the system scans your home FTP directory, mailboxes and databases to see how much disk space is being used and updates the corresponding quota usage readings, so you can always check how many MB are being used by the resource and how many more MB can be uploaded.

To upload more MB than the resource’s quota allows, you can increase it for:

- your home directory (on page 18)
- mailbox (on page 74)
- MySQL database (on page 166)
- PostgreSQL database (on page 173)
- Microsoft SQL database (on page 177)

Resources' quotas can be max restricted which means you won't be able to increase it any higher when this limit is reached. To check how much you can increase your quotas to, go to **Billing** > **Online price** and check the **Max** field in the quota's entry.

CHAPTER 16

User Billing

This chapter answers the most important issues related to Parallels H-Sphere user billing.

In this chapter:

Types of Payment

You may have a possibility to choose between these types of payment:

- **Credit card** - this type of payment allows you to pay for resources online. Contact technical support if your credit card brand is not supported. Sometimes, the account may require system administrator to approve of your registration, in which case the account will not be available immediately.
- **Check** - you must send a check to the specified location. After the check is received, your account is made available for use. Check payments can be disabled.
- **Trial** - depending on the plan, trial registration may be disabled. If you don’t like the services, you won’t have to pay anything. If you like them and decide to become a pay user, you will be charged for the services you have used during the trial period. When the trial period expires, your account gets suspended and you receive a notification.
- **PayPal** / **WorldPay** / **2CheckOut** / **GestPay** / **PaySystems** / **PayNova** - these systems offer a web interface to make payments manually (on page 135).

Billing Profile

A **billing profile** is a set of billing details such as credit card information and/or billing info (first and last name, company, address, phone, e-mail, etc.) It is required to collect payments and to contact you on financial or related matters. You can have several billing profiles and use them in turn, activating the one you would like to be charged.

You can share one billing profile between your accounts, if you have more than one. This means you can pay with one card / receive bills at one address for all your accounts. Settings are configured individually for each billing profile.

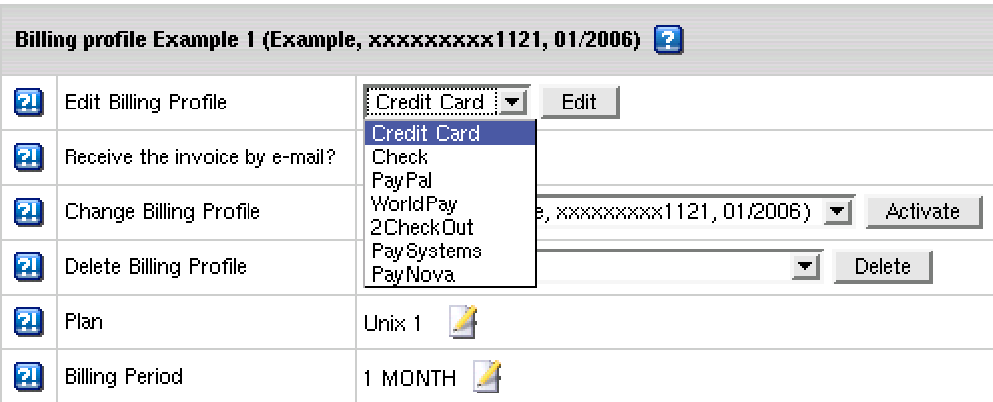
If you sign up as a trial user, no billing profile is created. The system, however, keeps track of all your purchases and includes them into your bills available in the Billing Statement.

Important: If a trial user happens to enter his valid credit card info, one of the two things may happen:

- User is immediately charged according to Billing Statement
- User balance is zeroed out if it's provided by a plan the user signed up under (in H-Sphere 3.2 and higher).

➢ *To create a billing profile:*

1. Select **Billing Profile** in the **Billing** menu
2. On the page you will be taken to, choose from the available type of payment for your new billing profile in the **Edit Billing Profile** drop-down box and click the **Edit** button next to it:



- **Edit Billing Profile:** After the edit, the old data will be preserved in an old billing profile.
- **Receive the invoice by e-mail?**: With this option ON, you will receive invoices that will inform you of accruals, charges and your current balance status.
- **Change Billing Profile**: If you activate an alternative billing profile, the current one becomes deactivated.
- **Delete Billing Profile**: Permanently delete the billing profile you don't need any more.
- **Plan:** You can switch plan (on page 15), if necessary.

Becoming a Payable User

If you are a trial user and would like to continue hosting with your hosting provider, you must become a pay user. For this, all you need to do is to create a billing profile. If you don't do it during the trial period, upon its expiry your account will be suspended. This closes access to your control panel and redirects visitors to your site to a suspended account page. However suspending trial account preserves its content and configuration and still leaves you a chance to become a pay user:

1. Log into your account. Your home page will display the suspended notification and invoice to be paid on account resuming:

Your Account is SUSPENDED		
Your account has been suspended for the following reason(s): Your trial period has expired		
You can view/change your Billing Profile		
You can view your Online Invoice		
Your invoice to be paid on resuming		
Your balance for the past period		($5.00)
RECURRENT	Monthly fee for test.com domain (7/14/04 - 8/14/04)	$2.00
RECURRENT	Monthly fee for Unix plan (7/14/04 - 8/14/04)	$3.00
	Total	**$5.00**

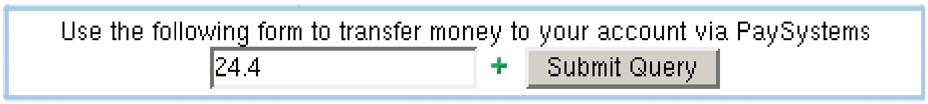
2. Click **You can view/change your Billing Profile** and create a billing profile (on page 134)

If you do not become a pay user upon trial period expiration, your suspended account is likely to be completely deleted in a couple of days and then all your account settings will be lost.

Paying With Web Based Payment Systems

If you choose to pay with a web based payment system such as PayPal or WorldPay, you need to make an advance payment not less than the registration fee:

1. Create a billing profile (on page 134) with a web based payment system if you haven't yet. A section with the amount due appears at the bottom of the billing info page.Click **submit query**. you will be redirected to this gateway web interface to make the payment. You may have to create an account if you don't have one.



2. Click **submit query**. you will be redirected to this gateway web interface to make the payment. You may have to create an account if you don't have one.
3. Submit the payment. If the money is successfully charged to the credit card, the control panel receives a confirmation and the payment gets registered.
4. Give your web host some time to process the payment and enable the account. You will receive a welcome email upon account activation.

Since you pay outside the control panel, your credit card info won't be stored in your billing profiles and billing info won't show in the control panel.

In this section:

PayPal Subscription

PayPal subscriptions can become a good alternative to paying online with credit cards that is usually done via merchant gateways. On one hand, this solution is more secure because your credit card data is not stored in the system database. On the other hand, the same level of automation is achieved with no need to enter your PayPal account each time to confirm payments.

Parallels H-Sphere allows you to create PayPal payment subscriptions right from your User control panel. Within subscription period PayPal will charge your credit card in the beginning of each billing period and billing month. Upon a successive charge, it will also inform Parallels H-Sphere and the latter in its turn will replenish your account's balance.

To create a PayPal payment subscription:

1. Choose **Expected Payments** in the **Billing** menu.
2. On the page that appears you should be able to see payment estimations for your upcoming payment period. They are shown as receipts that include all your recurrent payments for the set of resources being used. There are two types of estimations:
   - recurrent fees for billing period based resources
   - recurrent fees for monthly based resources
3. Click the link **Create Subscription** in the bottom of the estimation:

RECURRENT	Monthly fee for PHP entry (11/13/07 - 12/13/07)	$0.90
RECURRENT	Monthly fee for PHP entry (11/13/07 - 12/13/07)	$0.90
RECURRENT	Monthly fee for PHP entry (11/13/07 - 12/13/07)	$0.90
RECURRENT	Monthly fee for CGI Resource (11/13/07 - 12/13/07)	$0.90
RECURRENT	Monthly fee for Vhost Alias (11/13/07 - 12/13/07)	$0.90
RECURRENT	Monthly fee for cgi-bin Resource (11/13/07 - 12/13/07)	$0.90
RECURRENT	Monthly fee for CGI Resource (11/13/07 - 12/13/07)	$0.90
Subtotal		**$33.30**
Test Tax 1.2%		**$0.40**
TOTAL		**$33.70**
Create Billing Period Based Subscription		

4. Fill in subscription details:

Create Billing Period Based Subscription	
Subscription Start Date	Nov 13, 2007 12:00:00 AM
Period	1 Month
Subscription Amount	33.7 +
Recurring Times. This is the number of payments which will occur at the regular rate.	2 +
Submit Query	

- **Period:** subscription interval determined by the system. This value can be one month for monthly based resources or be equal to the billing period for billing period based resources.
- **Subscription Amount:** amount per one payment determined by the system. Note that this is just estimated amount that can differ from the actual one. Subscription amount above your actual payments will accumulate as your account's positive balance for your future spendings. Subscription amount under your actual payments will accumulate as your account's negative balance that you can always pay off later via PayPal.
- **Recurring Times:** enter the number of times you'd like the periodic payments to occur.

5. Click **Submit Query** and finish the procedure on the your PayPal account native page.

   To make sure payments have been performed successfully, view existing subscriptions by clicking their ID number:

List of active subscriptions.						
Subscription Id	Subscription Type	Created	Period	Subscription Amount	Payments Received	Summary Amount
367	Monthly Based	Oct 11, 2007	1 Month	$0.55	0	$0.00
Subscriptions history.						

Subscriptions can be cancelled from your PayPal account page. Changes will be applied immediately in the H-Sphere User control panel.

Automatic E-mail Invoicing

To receive invoices by e-mail:

1. Select **Billing Profile** in the **Billing** menu.
2. On the page that shows, click to enable option **Receiving the invoice by e-mail**. With this option on, you will receive invoices by email.

Billing Period and Billing Month

Accounting for ***traffic, disk usage, MySQL and PostgreSQL quotas*** is determined by a billing month.

Billing month equals the number of days in the billing period divided by billing period duration in months. Billing month determines how far in advance recurrent fees for billing month resources are prepaid. Accounting for other resources is determined by billing period. Its length can vary depending on your hosting plan. Your hosting plan may be configured to allow you to switch between billing periods of different length, price and discount policies. Based on this difference, resources are sometimes referred to as monthly or billing period resources.

Accounting for other resources is determined by ***billing period.*** Its length can vary depending on your hosting plan. Your hosting plan may be configured to allow you to switch between billing periods of different length, price and discount policies. Based on this difference, resources are sometimes referred to as monthly or billing period resources.

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A new billing period/month opens:

- when your account is activated upon signup or moderation
- when the previous billing period closes
- when the previous billing month closes (valid only for billing month)
- when you change to billing period shorter than the time elapsed from the beginning of a current one
- when your start billing date is changed by administrator.

Online Prices

Plan Fees

In your hosting system you can be charged plan fees for account services provided with your hosting plan and fees for custom jobs. Plan fees, except for domain registration fee are charged for resources acquired beyond free units.

You should distinguish between the following types of plan fees:

- **Setup fee**: single time fee charged at the moment a unit of specific resource is accrued over free units.

  = Setup price for this specific resource
- **Recurrent fee** for billing period resources: service fee for resource maintenance during the whole billing period; charged in advance the moment it is acquired and since then at the beginning of each billing period.

  = Monthly price for the resource x units over free (for quotas) x days left to the end of the billing period / billing period duration in days
- **Recurrent fee** for monthly resources: fee for each GB of traffic or MB of disk space reserved over free units; charged prorated for the whole billing month in advance at the moment of purchase and since then at the beginning of each billing month.

  = Monthly price for a monthly resource x units over the current resource limit / billing period duration in months
- **Usage fee:** fee for each excessive GB of traffic or MB of disk space consumed over the user reserved limit; charged at the end of each billing month

  = Extra price for a monthly resource x units over the user reserved limit / billing period duration in months
- **Domain registration fee**: single time setup fee charged at the moment of domain registration / renewal with a domain registrar from your account control panel.

  = Registration price for the term the domain is registered / renewed for

Resource Prices

You should distinguish what you pay for. To see your plan's prices, select **Online Price** in the **Billing** menu:

Resource prices

Resource	Units			Prices			Refund Percentage
	Free	In use	Max	Setup	Recurrent	Usage	
Domain	4	1		$5.00	$2.00		100%
IP Address	1	0		$3.00	$2.00		100%
CGI Resource		1		$4.00	$7.00		100%
PHP Module		1		$3.00	$4.00		100%
PHP entry	5	3		$6.00	$8.00		100%
Server Side Include		0		$2.00	$2.00		100%
Error Document		0		$6.00	$1.00		100%
Error Log		0		$2.00	$4.00		100%
Transfer Log				[illegible]	$2.00		100%

- **Free**: the minimum number of units you initially get for free.
- **In Use**: the number of units you are currently using or have reserved when speaking of monthly resources and quotas.
- **Max**: the maximum number of units you can have.
- **Setup**: setup price for a unit of this specific resource, used to calculate setup fee.
- **Recurrent**: recurrent price used to calculate recurrent fee.
- **Usage** (i.e. extra): usage price used to calculate usage fee.
- **Refund Percentage**: defines how much of the recurrent charge you will be refunded.

Empty **Fees** fields mean that nothing is charged for this resource. If all fields for a specific resource are empty, this resource is completely free.

Refunds

Money in your hosting system is returned either by check or by crediting the account balance, but ***can't be issued back to credit cards!*** Automatic crediting of your account balance initiated by various account activities is called refunding. Refunds are listed in **Billing Statements**.

The **Full refund** message in the account **Billing Statement** implies that it isn't adjusted to the refund percentage which is when you quit hosting during the Moneyback Period.

Refund Formulas

Only the latest recurrent fees are refunded. Refund calculations for billing period and monthly resources differ:

- ***Refunds for billing period resources***

  = (recurrent fee charged over the current billing period x days remaining to its closure x refund percentage) / (billing period duration in days x 100%)
- ***Refunds for monthly resources***

  = (recurrent fee charged over the current billing month x refund percentage) / 100%

Note: Refunds for monthly resources, unlike for billing period resources, are never prorated to the days remaining till the billing month closure.

If recurrent price for resource has been changed, the refund will be calculated based on prices used to calculate the latest recurrent fees prepaid.

Refunds are triggered when prepaid billing period resources is deleted, account’s plan or billing period is changed, quotas and limits are reduced or when user quits hosting during and after moneyback period.

In this section:

Refunds on Deleting Prepaid Billing Period Resources

Refunds on deleting prepaid billing period resources are calculated by refund formulas.

Important:

- No refunds are issued for the removal of the resources acquired for free.
- No refunds are issued for prepaid resource that become free upon the removal of the resource units acquired for free.

Example: You are using 2 dedicated IPs. As your account offers only one dedicated IP for free, you pay for the extra one. Removing one of them you will be refunded only if it is the IP that you prepaid for. If the removed IP was acquired for free, no recurrent fees are returned for the prepaid IP that appears to be free now. The system will treat this resource as free starting from the next billing period.

In such cases you are advised to remove the resource to get the refunds and then add it again as free.

Refunds on Changing Hosting Plan

If no billing period change is implied, changing plans doesn’t close the current billing period. If recurrent fee calculated based on target plan prices and free units is higher than refund for the resource unused on the source plan, you will be charged the difference. Otherwise the account balance will be credited the difference.

Refunds on Changing Account’s Billing Period

If there are more than one billing period, you can switch between them.

When switching to a billing period **longer** than the time elapsed from the beginning of the current billing period, you are transferred to a new billing period with the start date	When switching to a billing period **shorter** than the time elapsed from the beginning of the current billing period, you are transferred to a new billing period with the start date
the same as of the one you are switching from. For example, a 1 month billing period starts on September 1. On September 15 you switch to a 2 month billing period. You are then transferred to a 2 month billing period with the start date of September 1 and closure date of October 31.	of the day you are switching to a new billing period on. For example, a 2 month billing period starts on September 1. On October 5 you switch to a 1 month billing period. The current 2 month billing period is interrupted, closed and a new billing period is opened with the start date of October 5 and closure date of November 5.
Refunds for the interrupted billing period are calculated as described in refund formulas and subtracted from ***new recurrent fees prorated to the time remaining to a new billing period closure***.	Refunds for the interrupted billing period are calculated as described in refund formulas and subtracted from ***new recurrent fees for a new billing period***.

If the resulting amount is:

- negative, the account balance is credited the difference;
- positive, the difference is charged as additional recurrent fee

Refunds on Reducing Quotas and Limits

Refunds for decreased:

- FTP/Mail Box/Microsoft SQL database Quota **=**
  (Decreased MB of **prepaid** quota **X** Recurrent Price they were bought at **X** days remaining to the billing period closure **X** **) / (** billing period duration in days **x** 100%)
  PG/My SQL database Quota, Summary Disk Usage or Traffic Limit **=**
  (Decreased MB/GB of **prepaid** quota/traffic limit **X** Recurrent Price they were bought at **X** **)** / 100%
- PG/My SQL database Quota, Summary Disk Usage or Traffic Limit **=**
  (Decreased MB/GB of **prepaid** quota/traffic limit **X** Recurrent Price they were bought at **X** **)** / 100%

Getting Money Back

If you quit hosting during the **Moneyback Period**, you are refunded all recurrent charges that are neither adjusted to refund percentage nor prorated to the days remaining to the billing period closure. If you quit hosting after the **Moneyback Period**, refunds are calculated according to the refund formulas. Mind that the setup and usage fees for any resources are not refunded.

Not all plans allow to claim money back. To find out whether this feature is available under a plan, go to the signup/login page and click the link that says: ***To compare available hosting plans and price schemes, please click here***. In the form that appears, check the boxes to the plans you want to compare or click the **Plan group** link to compare grouped plans and their price schemes. In the first section of the chart that appears find **Money Back Guarantee**.

To claim the money back, click **Money Back** on the control panel home page. The following page will appear:

Are You sure You want to remove your account and get your money back?
Yes, I do want to get my money back
No, I don't want to remove my account

After you click the first link, your account will be suspended:

Your Account is SUSPENDED		
You account has been suspended for the following reason(s): Money back request		
You can view/change your Billing Profile		
You can view your Billing Statements		
Your invoice to be paid on resuming		
Your balance for the past period		$88.00
RECURRENT	Monthly fee for extra 100GB above free 100GB of traffic (11/4/04 - 12/4/04)	$100.00
RECURRENT	Monthly fee for PHP module for example.org (11/4/04 - 12/4/04)	$4.00
RECURRENT	Monthly fee for .cgi cgi alias for example.org (11/4/04 - 12/4/04)	$7.00
RECURRENT	Monthly fee for /cgi-bin cgi directory for example.org (11/4/04 - 12/4/04)	$1.00
	Total	**$112.00**

The amount due will be sent by check to the address you specified in the **Billing Info**.

Billing History

In H-Sphere you can view charges ***for all your accounts*** and by ***billing profiles for one account***.

➢ *To view charges for all accounts:*

1. Select **Online Sum invoice** in the **Billing** menu then select the billing profile. If you are just starting with your account, you will see something like this:

Billing Statements

Description	Amount	From	To
Unix I #1254-1258 Account #61254	$24.00	Oct 27, 2004 12:00:00 AM	Oct 27, 2004 12:00:00 AM
Unix I #1254-1289 Account #61254	$100.00	Oct 27, 2004 12:00:00 AM	Opened

2. Select the profile from the box and press to get statements for this profile. The **Online Summary Invoice** page will display your bills for all accounts.

➢ *To see your charges by billing profiles for one account:*

1. Select **Billing Statement** in the **Billing** menu. A Billing Statement consists of consequent invoices:

Account Billing Info

Credit Limit $100.00 Balance $76.00 CR

Your current billing period started on Oct 27, 2004 and ends up on Nov 27, 2004

Billing Statements

Plan	Description	Total
Unix I	#1254-1289 (10/27/04 - Open)	$0.00
Unix I	#1254-1258 (10/27/04 - 10/27/04)	$24.00

Balance shows how much money you have on your balance. A negative balance shows how much you owe for the services used. This is usually appropriate for users who pay by check and for credit card users whose credit cards failed to be charged.
Credit restricts your ability to buy new resources in case your credit card fails to be charged or you have run out of your 'check' money.

- **Description**: the name of your current account.
- **Amount**: the amount accrued for the billing period. This amount consists of accruals for all resources, including the setup, recurrent and usage fee. However, it does not include or depend on factual charges, nor is it related to debits and credits to the account. For example, if you were accrued $10 setup fee, the Amount will show **$10.00**, even if your credit card has been immediately credited by this amount.
- **From**: the beginning of the payment period.
- **To**: the end of the payment period. In the example illustrated above, Opened means that the billing period has not finished.

A new bill is created for every new payment interval The initial setup fee is put in a separate bill.

2. To view details of any bill in the invoice, click its Description in the first column. The picture below illustrates details of the initial setup bill:

Here is the statement for your Unix account from Apr 2, 2002 until Now

Account ID	Plan	Opening Balance	Changes	Closing Balance
		money on your balance at the beginning of this billing period	the difference between opening and closing balance	money on your balance affected by billing transactions during this billing period
1010	Unix	$40.00 CR	$51.10 CR	$91.10 CR

Your activity for your Unix account from Apr 2, 2002 until Now

Date	Description	Debits	Credits	Taxes	Balances
time and date of the transaction	type of fee [resource/service which you are debited/credited for] - the period this transaction applies to -notes on what called the transaction	tax-free debit accrual	tax-free credit accrual	transaction tax	balance affected by this transaction and tax
4/2/02 3:21 PM	Usage Fee [hosting] (3/13/02 - 4/2/02) *Changing billing period from 1 MONTH to 2 MONTH*	$2.00		$0.20	$37.80
4/2/02 3:21 PM	RefundAll [frontpage] (4/2/02 - 4/13/02) *Changing billing period from 1 MONTH to 2 MONTH*		$5.00	($0.50)	$43.30 CR
4/2/02 3:21 PM	Credit, Check # 123456789		$50.00	$0.00	$93.30 CR
4/8/02 2:12 PM	Setup fee for osCommerce for newdns.com	$1.00		$0.10	$92.20
cancelled transaction is ignored in invoice calculations and doesn't affect it in any way					
4/18/02 6:04 PM	Setup fee for mnogoSearch for test.ultra.psoft	$2.00		$0.20	$91.10
Ending balance as of: Apr 25, 2002		**$4.00**	**$55.00**	**- $00.10**	**$91.10**
		total tax-free debit accruals for this billing period	total tax-free credit accruals for this billing period	total taxes for this billing period	money on your balance affected by billing transactions during this billing period
			NDS(10.0%)	- $00.10	

■ - charged, ■ - cancelled

Total shows the amount due for factual services offered. It does not include most of the items highlighted by yellow, such as items that were immediately charged off the credit card, credits or debits to the account balance by the administrator, etc.

Note: To get a printable version of your bill, click the Printer icon in the bill header which will open it in a separate window suitable for immediate printout

Extra Packages

Parallels H-Sphere allows users to add as many extra packages as they want. By purchasing an extra pack user gains ability to add some resources for free because extra pack increases free units for a resource.

➢ *To buy an Extra Pack:*

1. Go to **Billing** > **Add New Extra Package**, choose an Extra Pack that meets your requirements and click **Add**:

Select Extra Pack you wish to add to your account			
Name	**Price**	**Included**	**Controls**
Package 1	Setup: $5.00 Recurrent: $3.00	Extra 2.0 Domain included with maximum allowed number 2.0 Extra 10.0 Mailbox included with maximum allowed number 10.0 Extra 2.0 Third level domain included with maximum allowed number 2.0	

The page will list all extra packages created by administrator in his control panel, their prices and included resources.

2. Agree to the charges:

Create resource confirmation

You are about to enable Extra Pack Resource.
The setup fee for enabling Extra Pack Resource is $5.00.
The recurrent fee for the rest of the billing period is $3.00.
The recurrent fee for every subsequent billing period is $3.00.

BILLING STATEMENT		
SETUP	Setup fee for Package 1 Extra Package	$5.00
RECURRENT	Monthly fee for Package 1 Extra Package (10/2/07 - 10/3/07)	$3.00
	TOTAL	**$8.00**

Yes, I agree that my account is billed $8.00
No, I cancel

3. View the assigned package:

Extra Packs assigned to your account			
Name	**Price**	**Included**	**Controls**
Package 1	Setup: $5.00 Recurrent: $3.00	Extra 2.0 Domain included with maximum allowed number 2.0 Extra 10.0 Mailbox included with maximum allowed number 10.0 Extra 2.0 Third level domain included with maximum allowed number 2.0	
			Add new package

4. Go to **Billing - > Online Price** to see how this Extra Pack affects resources:

Resource prices											
Resource	**Units**							**Prices**			**Refund Percentage**
	Free			**In use**	**Max**			**Setup**	**Recurrent**	**Usage**	
	Plan	**Extra Packages**	**Total**		**Plan**	**Extra Packages**	**Total**				
Domain	0	2	2	0	Unlimited	2	Unlimited				100%
Third level domain	0	2	2	1	Unlimited	2	Unlimited				100%
Mailbox	0	10	10	3	Unlimited	10	Unlimited				100%

You will be billed for **Extra Pack** as for a common resource included into **Plan Wizard**.

CHAPTER 17

Online Store

Your control panel comes with two on-line store builders, Miva Merchant and osCommerce.

This section explains how to run integrated e-stores from your control panel. For instructions on how to operate your on-line shop visit the corresponding company site.

In this chapter:

Miva Merchant and osCommerce

Your plan may allow you to create an online store with two online shop builders and managers:

on-line store	Miva Merchant (http://www.miva.com/products/merchant) **Miva Merchant** is a dynamic browser based storefront development and management system that allows merchants to create multiple online stores. Read the license.	osCommerce (http://www.oscommerce.com/ **osCommerce** is an open source e-commerce and is released under the General Public Lic
features	▪ Store management (simple wizards and sophisticated tools) ▪ Account management (provide frequent shopper programs, discounted pricing and special product availability) ▪ Catalog Management ▪ Associating complimentary products to give shoppers the opportunity to purchase others that are similar. ▪ Configuring multiple sales tax methods, configures multiple sales tax methods and instant order e-mail confirmations. ▪ Secure transactions with SSL ▪ Driving targeted shoppers to your store with a search engine and “shop box” that is displayed on popular web sites. ▪ Affiliate Program ▪ Inventory Tracking ▪ Advanced and simple mode administrative interfaces ▪ Product Attribute Template ▪ Site Traffic and Sales Statistics ▪ Quick Selection when administering your storefront ▪ Calculating shipping costs as a percentage of the total order	▪ Add/Edit/Remove categories, products, customers, and reviews ▪ Categories-to-categories structure ▪ Statistics for products and customers ▪ Dynamic product attributes ▪ Tax zones, classes, and rates ▪ Configuration parameters in database fo editing ▪ Not tied together with the catalog modul module can be installed on another serv ▪ Payment and shipping modules ▪ Backup tool ▪ Customer accounts ▪ Customer address books (other shipping ▪ Order history ▪ Temporary (not logged on) and perman shopping carts ▪ Search catalog for products or manufact ▪ Product reviews by customers ▪ E-mail notifications ▪ Foreseen checkout procedure ▪ Secure transactions with SSL ▪ Number of products in each category are ▪ Bestseller lists ▪ Display what other customers have brou the current product displayed

Setting Up Miva Merchant

➢ ***To set up Miva Merchant:***

1. Select **Domain info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. Enable **Miva E-Shop** for your e-commerce domain. Agree to charges. If you get the message **Run out of MIVA Merchant licenses**, report to technical support.
4. Click the **Apply** link in the **Status** column.
5. Click the **Setup** icon that has appeared next to the domain name.
6. Click the **Install** button and complete the installation:

7. Click the **Edit** icon to configure your Miva shopping cart. Alternatively, you can do it using Miva administration panel. When it prompts you for a login and a password, enter those you use for your FTP account.
8. Click the **View** icon to see how your online store looks from the Internet.

To remove Miva Merchant database with all its entries, click the **Uninstall** icon.

Setting Up osCommerce

➢ ***To set up osCommerce online shop:***

1. Select **Domain info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. On the page that shows enable **osCommerce** for the online store domain. Agree with charges, if any.
4. Create a database and a user. osCommerce uses MySQL databases to store your commercial data, such as products or catalogues.

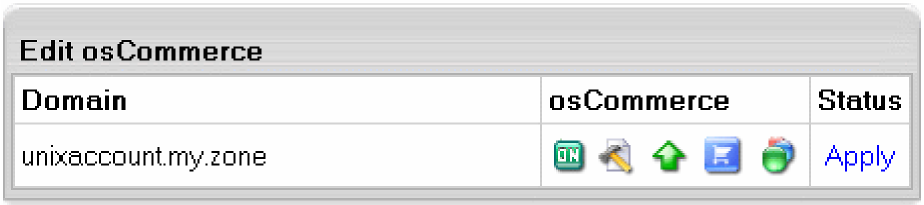
Warning: Assigning a previously created MySQL database for use by osCommerce will clear contents of all its tables.

The databases used by osCommerce will show among your MySQL databases as **Locked By osCommerce**.

5. You can manage osCommerce databases with any MySQL GUI client or the built-in phpMyAdmin control panel. For more information on MySQL please refer to MySQL Support (on page 166) chapter of this manual.
6. Set permissions to the `admin` directory using the htProtect (on page 53) utility which is integrated into WebShell File Manager. This is done to restrict public access to osCommerce configuration.

Warning: When setting osCommerce **on Winbox, the "admin" directory is protected by default** Parallels H-Sphere setting. Therefore, it's not a subject to Webshell protection.To access this directory, user should enter his FTP login info.

7. Now, let's take a look at the osCommerce controls:



- **ON/OFF** - enable/disable the resource. Switching off your osCommerce will permanently remove all your osCommerce settings, databases, etc. So the next time you enable it, you will have to configure it from scratch and you will be charged the osCommerce setup fee.
- **EDIT** - click the icon in case you somehow corrupted the templates and want to get them fixed. Also, use it if you have just set your e-shop to use SSL certificate. This option resets the config file using the current hosting settings and restores the osCommerce files from the bundle.
- **UPDATE** - click the icon to update osCommerce (on page 154) to the newest version.
- **E-SHOP** - click the icon to go directly to your on-line store.
- **ADMIN** - click the icon to go to your osCommerce administrative panel.

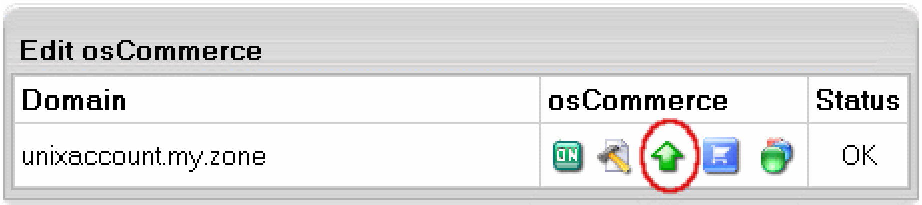
8. Click the **Apply** link to change server configuration. Without it osCommerce may not work.

Updating osCommerce to 2.2-MS2

osCommerce 2.2 Milestone 2 contains lots of bugfixes, so if you run the prior version, we highly recommend updating your online store building software to version 2.2-MS2.

➢ ***To update osCommerce to version 2.2-MS2:***

1. Back up all your custom osCommerce settings.
2. In your control panel, go to the osCommerce settings page.
3. Choose the domain you are running your online store on and click the **Edit** icon. That will update osCommerce scripts.
4. Click the **Upgrade** icon. This will update osCommerce database:



Please make sure that your current osCommerce version is older than 2.2-MS2 before performing the upgrade.

When updating osCommerce IGNORE the following message:

Warning: Installation directory exists at: /hsphere/local/home/your_account_name/domain_name/catalog/install.

Please remove this directory for security reasons. Complete the update and only then remove this directory.

CHAPTER 18

Data Transfer Security

SSL (Secure Sockets Layer protocol) is a standard for transmitting confidential data such as credit card numbers over the Internet. Most true business sites support this feature which allows more security in data transmitted over the web. SSL uses a private key to encrypt data that is transferred over the SSL connection.

SSL requires a dedicated IP, because name-based hosting does not support data encryption in HTTP requests.

In Parallels H-Sphere you can use certificate you already have or create a temporary certificate and then acquire a permanent certificate from a trusted authority. If your provider offers a **Shared SSL** certificate, you can use it instead of purchasing a certificate of your own.

If your hosting provider allows it in your plan, you can buy and install a permanent Comodo Certificate (http://www.instantssl.com/ssl-certificate-products/ssl.html) directly from your control panel.

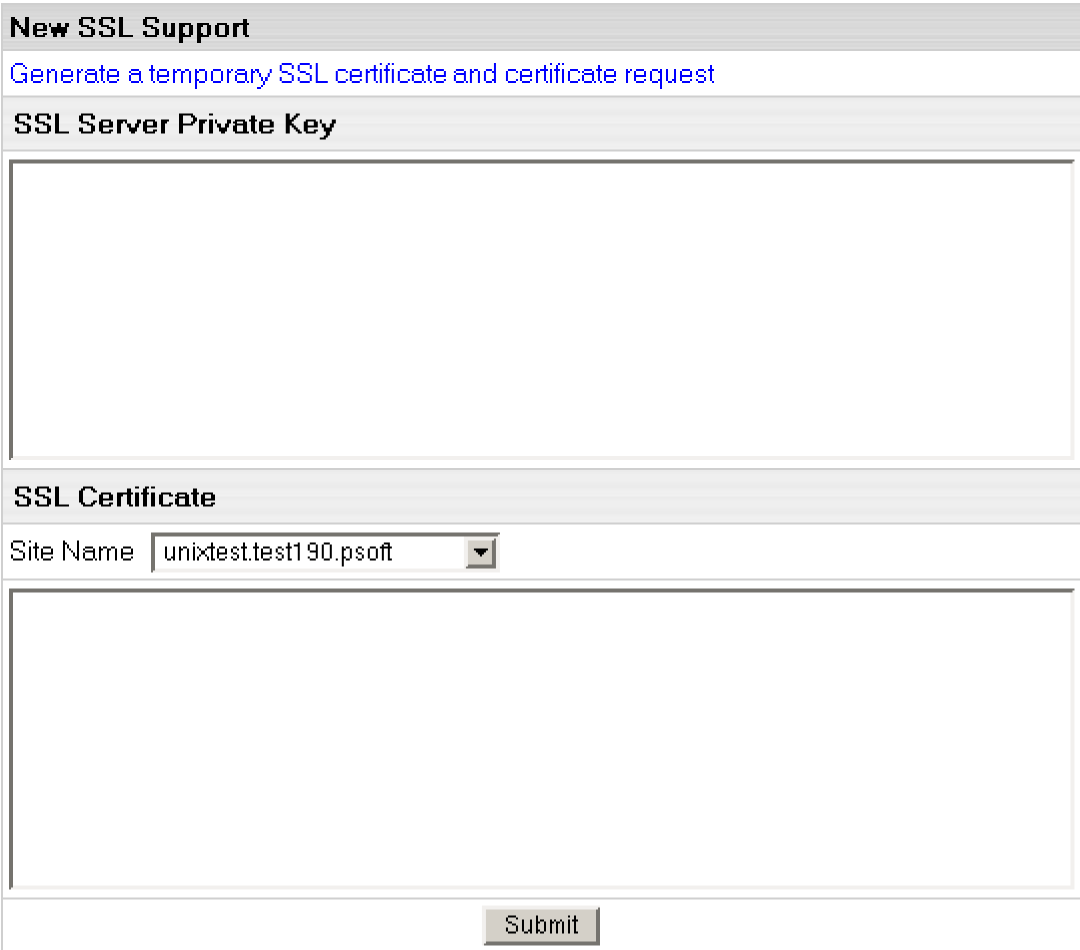
Later you can renew permanent certificates (on page 162) and check errors and solutions.

In this chapter:

Using Existing Key and Certificate

➢ ***To enable SSL:***

1. Select **Domain info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. Enable SSL for the domain in the list.
4. One the page that appears, choose the **Import SSL certificate** option in the **SSL Support** section.
5. Enter the **SSL Server Private Key** and **SSL Certificate** in the boxes that appear:



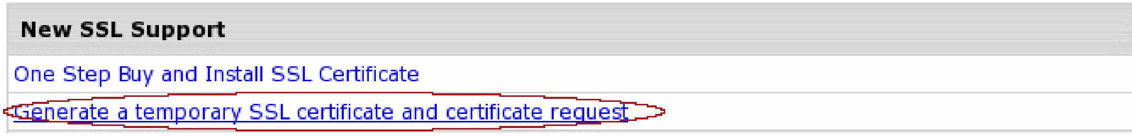
6. In the **Site Name** field, choose whether you want to secure with or without the www prefix. Only one option will work correctly. For instance, if you choose to secure `http://www.domain.com`, your visitors will get security warnings when they go to `http://domain.com`.
7. Click **Submit**. Now your site is secured.

Creating Temporary Certificate

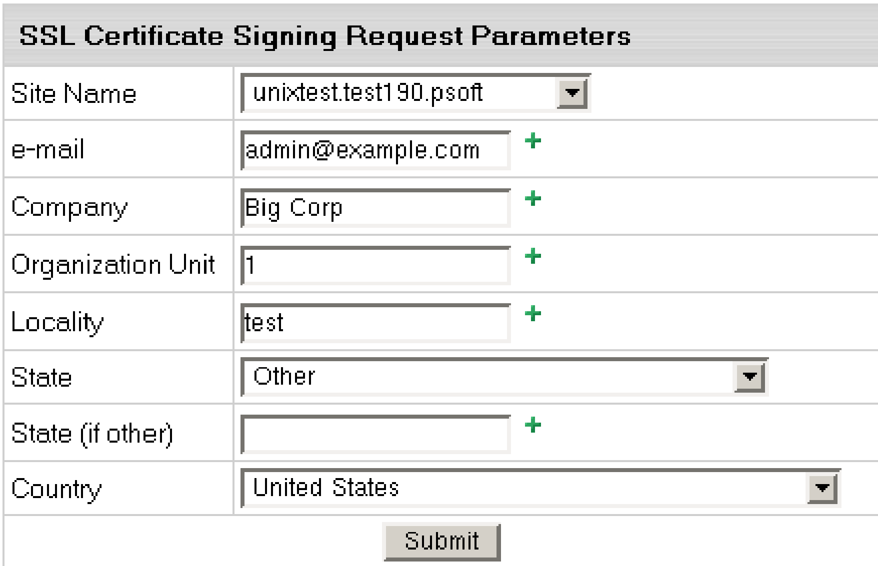
The only difference between temporary and permanent certificates is that temporary certificates are generated by your control panel, not trusted Certificate Authorities. Thus, when visitors enter your site, they will get the ***"unknown certification authority***" warning window.

➢ ***To generate a new temporary SSL private key and certificate:***

1. Select **Domain info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. Enable SSL for the domain in the list.
4. In the **SSL Support** section click **Import SSL certificate**.
5. On the page that shows click **Generate a temporary SSL certificate and certificate request**.



6. On the page that appears, apply your details by clicking **Submit**:



These data will be used to generate the certificate. Don't make changes to the data if you are not sure about the purpose of these changes.

7. Follow instructions that appear at the top of the next page.

- **SSL Certificate Signing request** includes the details that you submitted on the previous step. Use this request if you want to get a permanent SSL certificate from a trusted Certificate Authority, such as Comodo CA (http://www.instantssl.com/ssl-certificate-products/ssl.html), Thawte or VeriSign.
- **SSL Server Private Key** is the secret key to decrypt messages from your visitors. It must be stored in a secure place where it is inaccessible to others. Don't lose this key, you will need it if you get a permanent certificate.
- **Temporary SSL Certificate** validates your identity and confirms the public key to assure the visitors that they are communicating with your server, not any other party.

8. Click **Submit Query**.

Acquiring a Permanent Certificate

➢ ***To acquire a permanent certificate:***

1. Generate a temporary SSL certificate.
2. Copy the certificate signing request (CSR) and private key for later use.
3. Go to Comodo CA (http://www.instantssl.com/ssl-certificate-products/ssl.html) or any other Certificate Authority and choose to get a new certificate. When requested, enter the signing request that you have saved.

Important: When obtaining SSL certificate, make sure it is generated for Apache regardless of whether you intend to install it on windows or Unix box.

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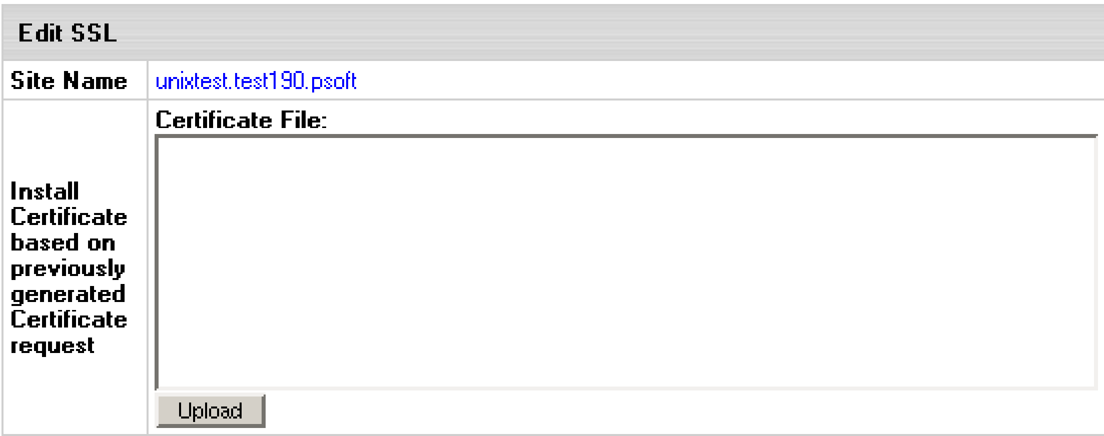
4. After the permanent SSL Certificate has been generated, save it to a secure location.
5. Select **Domain info** in the **Domain Settings** menu.
6. Go to the **Web Service** page and click the **Edit** icon in the **SSL** field.
7. Enter the certificate into the upper box of the form that opens (**Install Certificate based on previously generated Certificate request**):



8. Enter your certificate:

- **Certificate Authority File**

- **Certificate Chain File** *(for Unix accounts only, Windows does not support Chain Certificates).*

9. Click **Install**.
10. Now you can use the certificate jointly with the private key you have saved.

Using Shared SSL

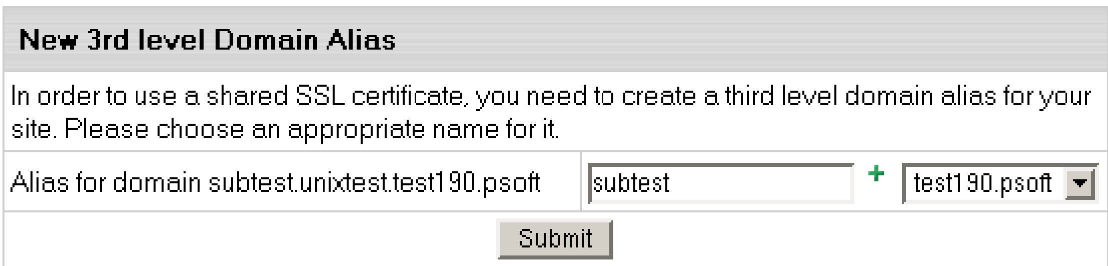
If your provider offers a **Shared SSL** certificate, you can use it instead of purchasing a certificate of your own. Unlike a regular SSL certificate, it costs less, doesn't require a dedicated IP, and belongs to an equally trusted Certificate Authority. The disadvantage of **Shared SSL** is that it can be used only with third level domains.

Shared SSL requires that your site runs on a Shared IP.

➢ ***To secure your site with Shared SSL:***

1. Select **Domain info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. Enable Shared SSL for the domain in the list.
4. Agree to charges, if any.

If you are using a second level domain (`example.com`), you will be asked to create a third level domain alias (for example, `domainalias.example.com`):



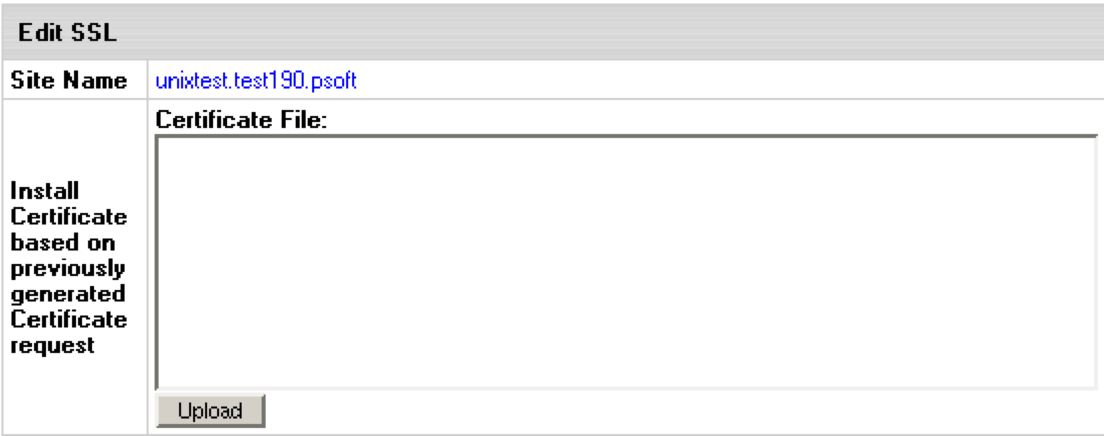
Now the site is available both at the non-secured second level domain name (e.g. `http://example.com`) and at the secured third level domain alias (e.g. `https://example.victor.psoft`). Note that Shared SSL certificates work only within one domain level, i.e. for user1.example.com and **not** for www.user1.example.com. In the example above, the certificate will **not** work for www.example.victor.psoft, and your visitors will get the warning: "**The name on the security certificate does not match the name of the site**".

Note: When designing your pages set any internal links to images or frames as `<a href='https://user.domain.com/images/example.jpg'>` or simply `<a href='/images/example.jpg'>`. If you use the `<a href='http://...>` link, your visitors will get the message: "**The page contains both secure and non-secure items**". This is not much of a problem in terms of security, since visitors may simply choose the "do not display non-secure items" option, but no graphics will be displayed.

Renewing Permanent Certificates

If your certificate is about to expire, renew it:

1. Find the certificate signing request (CSR) that you saved when acquiring the old certificate.
2. Go to your certificate authority and choose to renew the certificate. When requested, enter the CSR.
3. After the permanent SSL Certificate has been generated, save it to a secure location.
4. Select **Domain info** in the **Domain Settings** menu.
5. Go to the **Web Service** page and click the **Edit** icon next to the **SSL Support**.
6. Enter the corresponding certificate into the box of the form that opens:



7. Click **Upload**.
8. Now you can use the certificate jointly with the private key you have saved.

Note: The **Different key and certificate** error may show up during the renewal. It means that your private key on the server does not match the certificate. This is probably because private key or CSR (certificate submission request) was re-generated after you ordered certificate. Take CSR and get replacement certificate (InstantSSL has free re-issuance).

Managing Comodo SSL Certificates

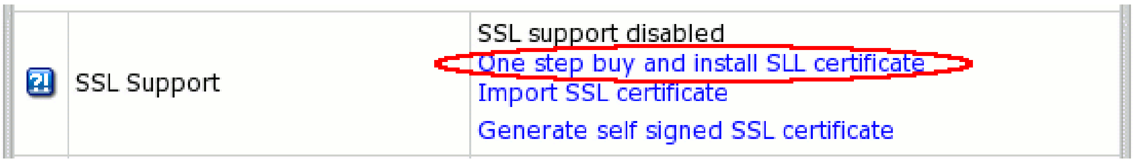
Parallels H-Sphere allows to buy and install a permanent Comodo certificate in one step, directly from your control panel if your hosting provider allows it in the plan you have signed up for. Later you can renew your Comodo SSL certificate through your Control Panel.

H-Sphere allows to buy and install a permanent Comodo certificate in one step, directly from your control panel - if your hosting provider allows it in the plan you have signed up for.

Later you can renew your Comodo certificate through your Control Panel.

➢ ***To buy and install a permanent certificate directly from your control panel:***

1. Select **Domain info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.
3. Enable SSL for the domain in the list.
4. One the page that appears, scroll down to **SSL Support** and choose the option **One step buy and install SLL certificate**:



5. Fill in the form with your contact data:

One Step Buy and Install SSL Certificate	
Site Name	test.psoft
Type	3 Years InstantSSL Certificate - $260.00 TrustLogo - $0.00 Card Payment TrustLogo - $70.00
e-mail	full@bar.net +
Company	System +
Organization Unit	Not specified +
Locality	System +
State	New York
Postal Code	42135 +
State (if other)	+
Country	United States
Address 1	777 23 Street +
Address 2	+
Address 3	+
DUNS Number	
Company Number	
	Submit

where:

- **Type** - select a desired type of SSL Certificate. If allowed by your plan, you can bundle **TrustLogo & CardPayments Logo** with the certificate selected.
- **DUNS** - provide your DUNS and company numbers in business listings, if you have any, to facilitate validation of your application.

6. Agree to charges if any.
7. Once you have completed the above steps, a temporary certificate is generated and the following message in your control panel **Web Options** will show:

comodossl-renew.com	Disable SSL support Your 2 Years InstantSSL Certificate/TrustLogo/Card Payment TrustLogo has not arrived yet. Request is sent. Certificate for the next period will arrive soon. Your Comodo Order Number:1464379

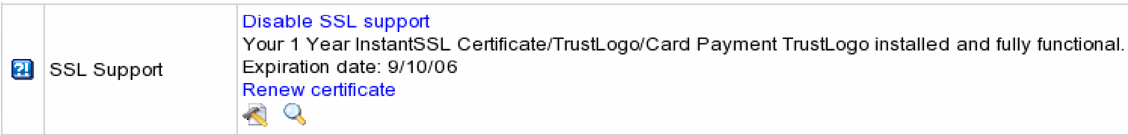
You can see Comodo Order number. You can address your SSL-related questions to Comodo support with this unique number.

8. Your SSL vendor will then send you a permanent certificate confirmation request.
9. When your permanent certificate is approved which might take some time, it will be automatically installed on your domain.

Comodo SSL certificate can be renewed within 30 days to the expiry date. The new certificate will include the number of days before expiry since the renewal request. You can't request certificate renewal more than 30 days before expiry.

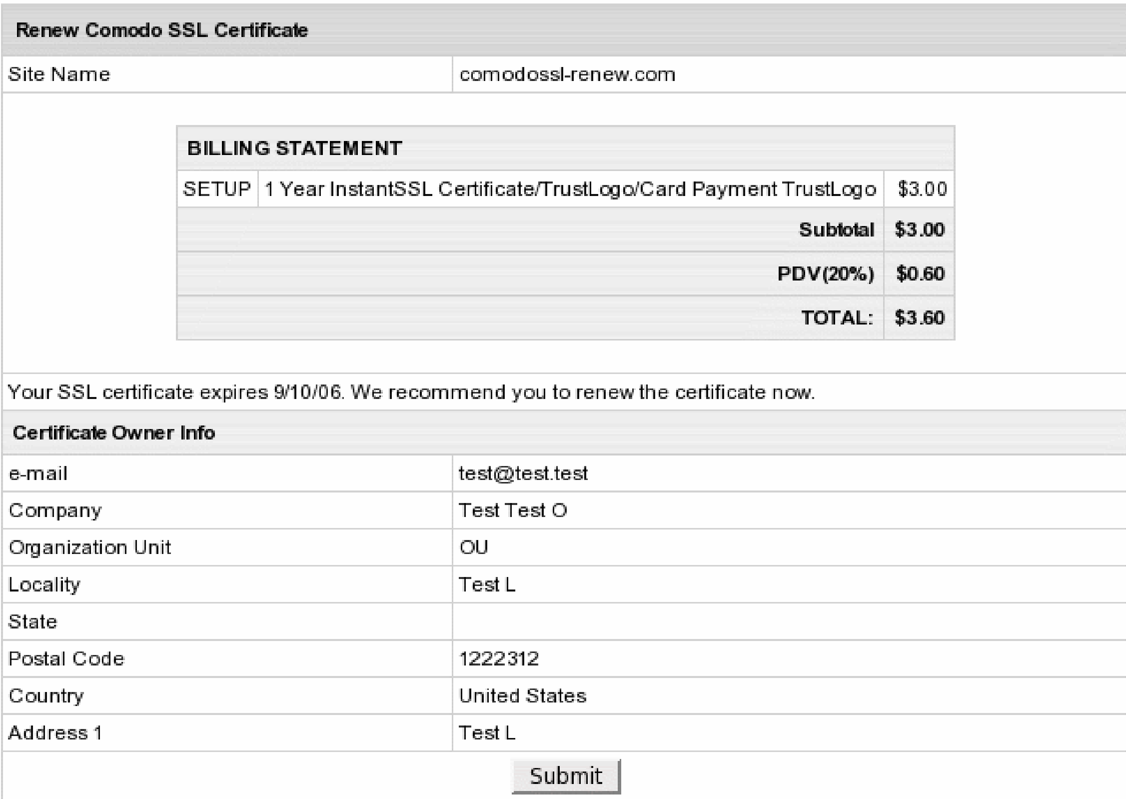
➢ *To renew certificate:*

1. Go to **Web Options** in the **Domain Settings** menu and click **Edit** next to the chosen domain.
2. On the page that appears, click **Renew Certificate**.



SSL Support	Disable SSL support Your 1 Year InstantSSL Certificate/TrustLogo/Card Payment TrustLogo installed and fully functional. Expiration date: 9/10/06 Renew certificate

3. On the page that appears you will see see the billing statement and certificate owner info. To renew certificate, click **Submit**



Renew Comodo SSL Certificate

Site Name	comodossl-renew.com

BILLING STATEMENT

SETUP	1 Year InstantSSL Certificate/TrustLogo/Card Payment TrustLogo	$3.00
	Subtotal	**$3.00**
	PDV(20%)	**$0.60**
	TOTAL:	**$3.60**

Your SSL certificate expires 9/10/06. We recommend you to renew the certificate now.

Certificate Owner Info

e-mail	test@test.test
Company	Test Test O
Organization Unit	OU
Locality	Test L
State	
Postal Code	1222312
Country	United States
Address 1	Test L

Submit

4. Once you have sent the renewal request, you will be taken to the **Web options** page and will see the following:

	SSL Support	Disable SSL support Your 1 Year InstantSSL Certificate/TrustLogo/Card Payment TrustLogo installed and fully functional. Expiration date: 9/10/06 Renewal request is sent. Certificate for the next period will arrive soon.

CHAPTER 19

Database Hosting

Parallels H-Sphere allows hosting MySQL, PostgreSQL and Microsoft SQL databases.

In this chapter:

MySQL Databases

MySQL is a popular database management system. It allows you to add, access, and process stored data.

MySQL users cannot exist separately from MySQL databases. You must stick to the following sequence:

1. Create a database
2. Add MySQL users to each created database.

However, MySQL users can be shared by different databases.

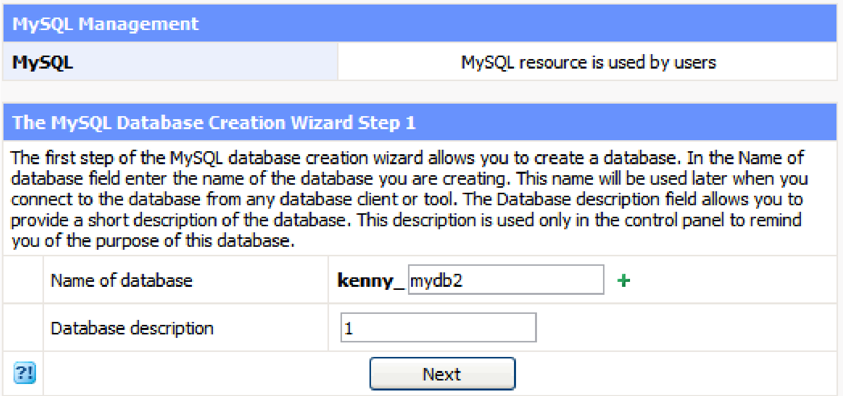
In this section:

Creating MySQL Database and Its Users

➢ ***To create a MySQL database:***

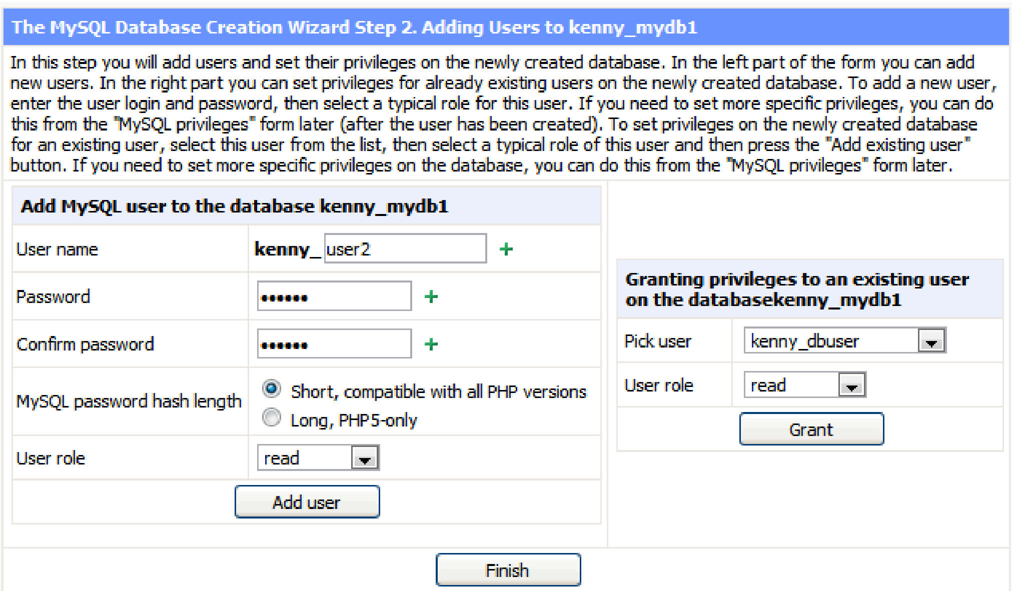
1. Select **MySQL** in the **Databases** menu and **MySQL database creation Wizard** automatically appears.
2. On the form that shows enter the name of the database and database description if needed:

MySQL DB Wizard



Note: New MySQL databases are created with the username_ prefix, where username is a unique identifier that contains either first letters of the name of an account under which this database is created, or that account name's first letters and a unique number if there are several account names starting with the same letters. This is done to prevent the creation of databases with the same name under different users.

3. Agree with additional charges if any.
4. In the form that appears, create a new user or grant privileges to users of other databases:



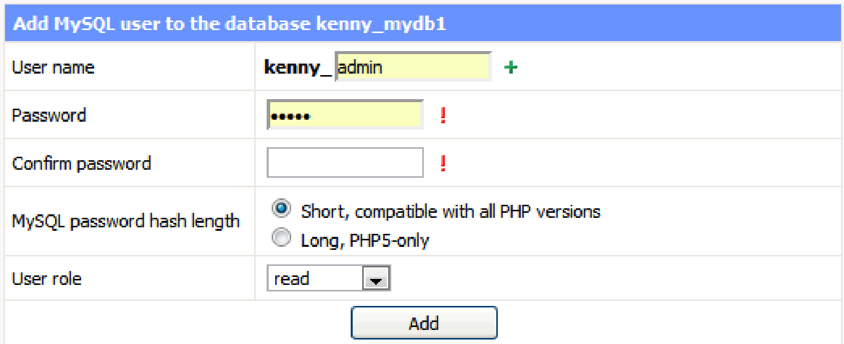
5. Add a new user to the database you have just created: choose user role and click **Add user.**
6. Choose roles for users of other databases so they can use your new database. Click **Grant**.
7. Click **Finish** to complete creating your MySQL database.

Choosing Password Hash Length

MySQL server can store MySQL user passwords encoded in one of two ways:

- Using the old, 16-byte hashes, available in MySQL server versions 4.0 or earlier.
- Using the long 41-byte hashes, available in MySQL server versions 4.1 and later.

You need to choose MySQL password hash length when creating a user or changing their password:



When choosing a password hash length, keep in mind the following properties of MySQL password hashes:

1. Long hash provides better security.
2. Long hash may not be compatible with old software, in particular, with PHP4 applications.
3. Short hash is compatible with both PHP4 and PHP5.x applications.

The existing MySQL users created in H-Sphere versions prior to 3.6 SPU52, have short MySQL password hashes.

Editing MySQL Databases with phpMyAdmin

You can edit the content of your databases using the phpMyAdmin utility that comes with your control panel.

➢ *To run phpMyAdmin, do the following:*

1. Select **MySQL databases** in the **Databases** menu.
2. In the form that appears, click the name of the existing MySQL Database you want to edit or the **Edit** icon on its right:

MySQL Server	
Host Name	mysql.test190.psoft (192.168.114.190)
Port number	3306

MySQL databases			
	Database name	**Database description**	**Controls**
	admin2_mysqldb	test db	
	admin2_db2		
	Add database		

3. In the form that appears, click **Built in phpMyAdmin control panel** to start editing your database:

MySQL database management	
Host Name	mysql.test190.psoft (192.168.114.190)
Port number	3306
Database name	admin2_mysqldb
phpMyAdmin	Built in phpMyAdmin control panel you will need a properly configured dba user to log in (just add user with dba role if you don't have one)
Quota	Used **0.0 MB** out of **5 MB**
Database users	admin2_user

4. Follow the instructions of the phpMyAdmin control panel to edit your MySQL database.

Changing MySQL Disk Quota

MySQL disk quota is the maximum allowed size of one MySQL database. If you exceed this quota, you will be charged for overlimit at a different (usually higher) price.

➢ *To change MySQL disk quota:*

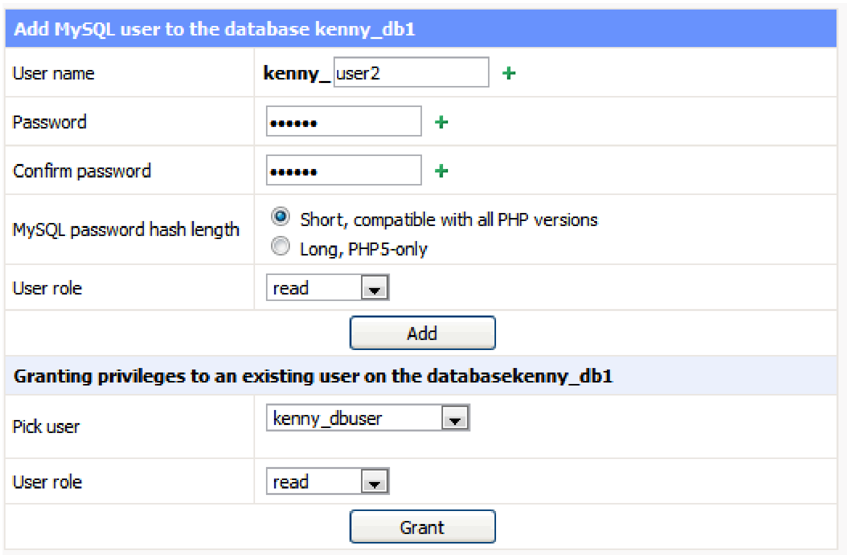
1. Select **MySQL databases** in the **Databases** menu.
2. Click the **MySQL Database** or the **Edit** icon on its right:
3. Click the **Change** button against the **Quota** field and enter the new quota:

4. Click **Submit.**
5. Agree to additional charges if any.

Adding MySQL Users And Granting Them Privileges

➢ *To add new users to an existing MySQL database:*

1. Select **MySQL databases** in the **Databases** menu.
2. Click the **MySQL Database** or the **Edit** icon on its right.
3. On the form that shows, click **Add** against the **Database users** field and fill the form:

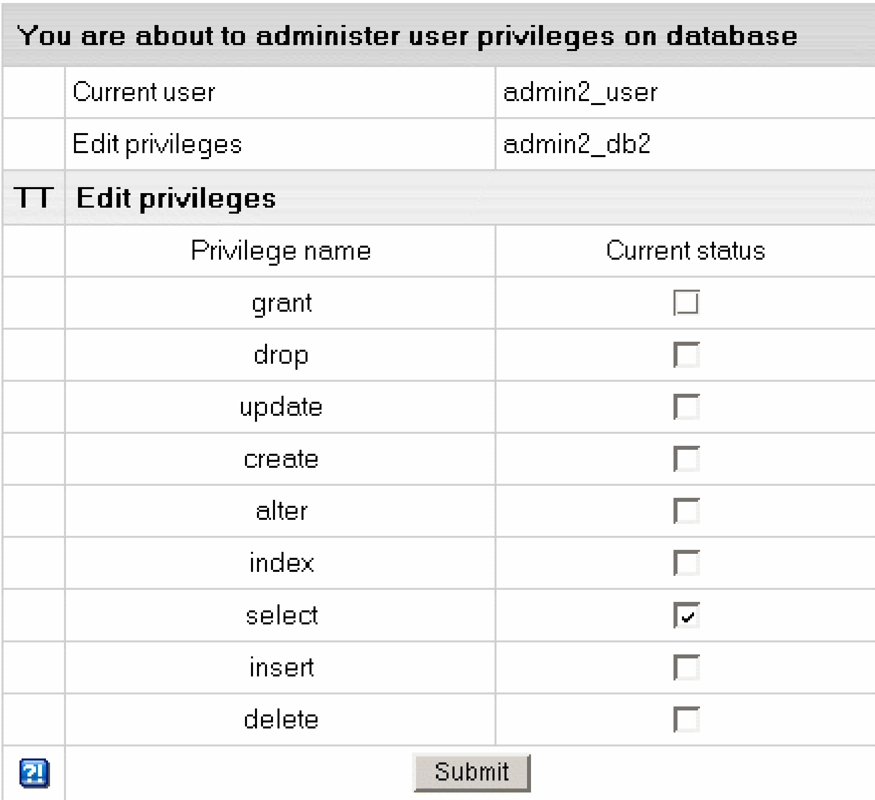


MySQL password hash length is described in the section Choosing Password Hash Length (on page 168).

Each user role involves a fixed set of privileges on this specific database:

Role:	**Set of privileges:**
read	select
read/write	select, insert, delete, update
dba	select, insert, update, drop, create, alter, index

4. Click the **Add** or **Grant** button and agree to additional charges.
5. To edit privileges, click the **Edit** icon next to the user. You will be brought to the **Privilege Maintenance** page.



6. Check or uncheck the desired privileges and press the **Submit** button.

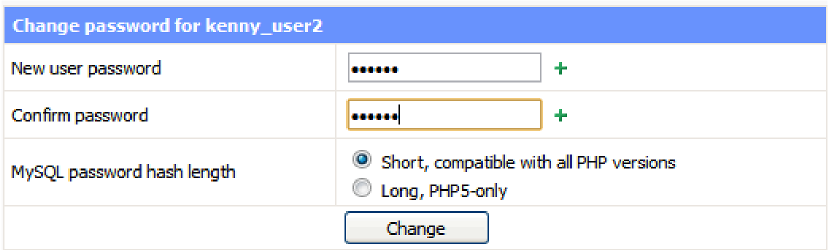
Note: For more information on MySQL access privileges, please refer to www.mysql.com (http://www.mysql.com). Any changes in user privileges will be applied to the whole selected database.

Changing User Passwords

To change user password in the MySQL database:

1. Select **MySQL databases** in the **Databases** menu.
2. Click the **MySQL Database** or the **Edit** icon on its right:
3. On the **MySQL database management** page click the **Change password** icon next to the database user.

4. Enter new password and click the **Change** button.



PostgreSQL Databases

PostgreSQL is a database management system based on Unix platform. It allows you to add, access, and process stored data. The SQL part of PostgreSQL stands for *"Structured Query Language"* - the most common standardized language used to access databases.

Unlike with other databases, a PostgreSQL database cannot be created without a user. You must stick to the following sequence:

1. Create a PostgreSQL user.
2. Create a database.

Note: The first user in the list of users is the owner of a database, however the database can be used by others who obtain permissions from the owner.

In this section:

Creating PostgreSQL Users

➢ ***To create a PostgreSQL database user:***

1. Select **PostgreSQL** in the **Databases** menu and the **Add PostgreSQL user** form automatically appears.
2. Fill the **Add PostgreSQL** user form on the **PostgreSQL Users** page.

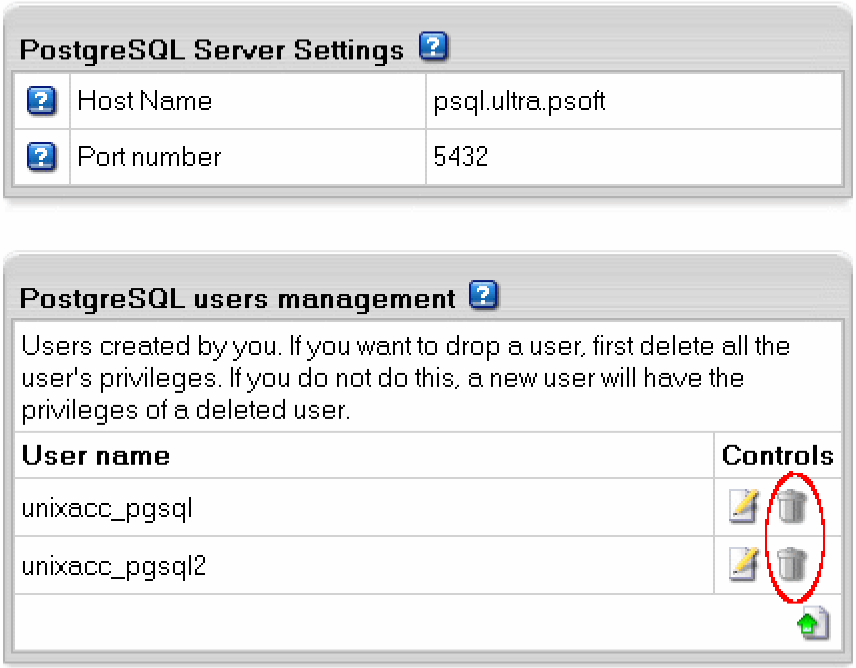
3. Agree to additional charges.

Deleting Users And Changing Their Passwords

➢ ***To delete the PostgreSQL database user:***

1. Select **PostgreSQL Users** in the **Databases** menu.
2. Click the **Trash** icon next to the user name on the **PostgreSQL user management** page.
3. Agree to additional charges.

Important: The **Trash** icon appears only next to non-owners. The owner of a database cannot be deleted, unless you remove the PostgreSQL database.



➢ ***To change user password:***

1. Select **PostgreSQL Users** in the **Databases** menu.
2. Click the **Change** icon next to the name of the user.
3. Enter a new password, confirm it, and click **Change.**

Important: the user privileges can be changed by means of phpPgAdmin.

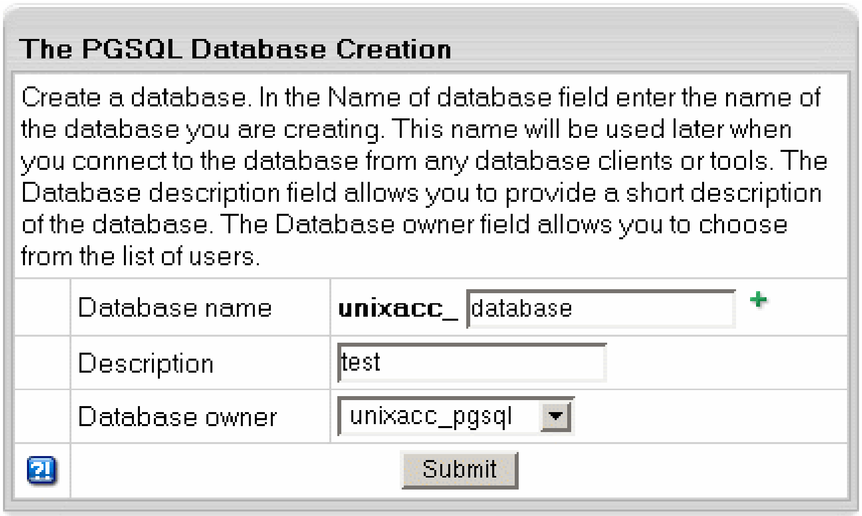
Creating PostgreSQL Databases

Having at least one user, you can create a PostgreSQL database. This user will become the owner of this database.

To create a database:

1. Select **PostgreSQL databases** in the **Databases** menu.
2. Click **Add Database** in the **PostgreSQL Databases** section:

3. Enter the name and description of the database:



4. Click **Submit** and agree to additional charges.

Editing PostgreSQL Databases and User Privileges with phpPgAdmin

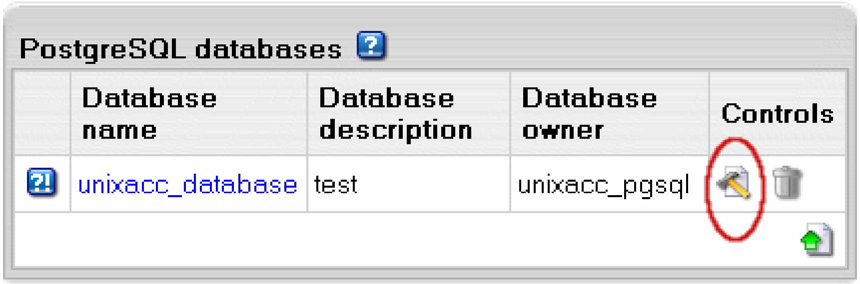
You can edit the content of your databases and user privileges using the phpPgAdmin utility that comes with your control panel.

➢ ***To run phpPgAdmin:***

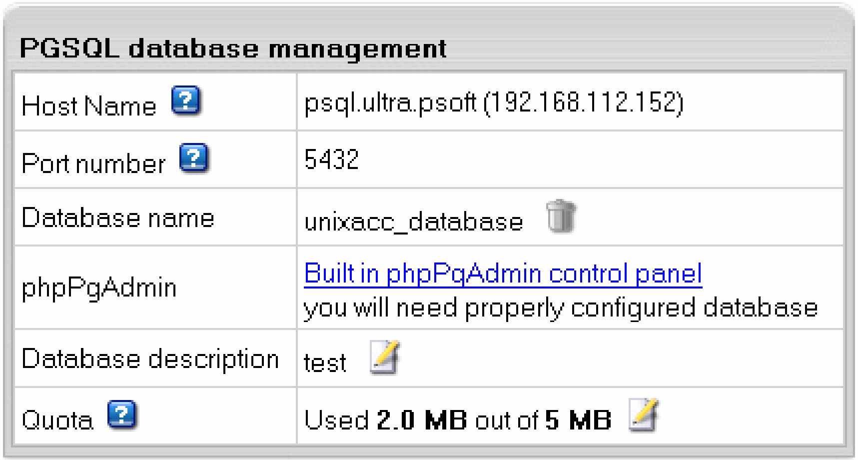
1. Select **PostgreSQL databases** in the **Databases** menu.
2. Click the name of the database you would like to edit.

You can also start phpPgAdmin from the PostgreSQL database management page:

1. Select **PostgreSQL databases** in the **Databases** menu.
2. Click the **Edit** icon for the database you are going to edit:



3. In the form that appears, click **Built in phpPgAdmin control panel** to start editing your database:



4. Follow the instructions of the **phpPgAdmin control panel** to edit your PostgreSQL database.

Changing PostgreSQL Disk Quota

PostgreSQL disk quota is the maximum allowed size of ***one*** PostgreSQL database. If you exceed this quota, you will be charged for overlimit at a different (usually higher) price.

➢ ***To change PostgreSQL disk quota:***

1. Select **PostgreSQL databases** in the **Databases** menu.
2. Click **PostgreSQL Database**.
3. Click the **Change** icon in the **Quota** field:

PGSQL database management

Host Name	psql.ultra.psoft (192.168.112.152)
Port number	5432
Database name	unixacc_database
phpPgAdmin	Built in phpPgAdmin control panel you will need properly configured database
Database description	test
Quota	Used **2.0 MB** out of **5 MB**

4. Enter new quota and click **Submit**.
5. Agree to additional charges.

Microsoft SQL Databases

Microsoft SQL hosting is available both to *nix and Windows accounts if Microsoft SQL is set up in the system and enabled in the plan.

Unlike other SQL databases, Microsoft SQL requires a login to access the Microsoft SQL server. Once you have created a login, you can create databases. To access a database, you need to create database users.

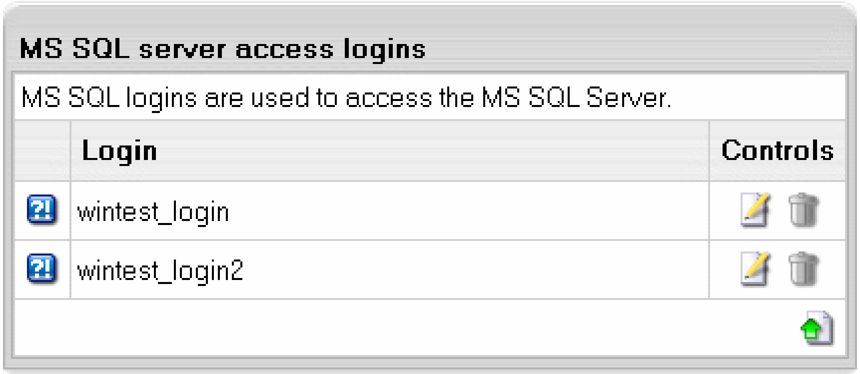
In this section:

Creating Microsoft SQL Logins

Logins are used to access Microsoft SQL server and to create database users. You should create as many logins as many users you will have.

➢ *To create an Microsoft SQL login:*

1. Select **Microsoft SQL** in the **Databases** menu.
2. Click the **Add New Microsoft SQL login** icon at the bottom of page:



3. Enter login and password into the **Microsoft SQL Login Creation Form** that shows:

Note: you can change password by clicking the **Change** icon against the login name in the **Controls** section.

4. Click the **Submit** button.
5. Agree to additional charges.

To delete login, click the **Trash** icon against the login name, in the **Controls** section.

Important: With deleting a login, Parallels H-Sphere will delete all databases created under it and also all users under the databases. Also if you have some users under this login that are associated with another database, these users will be deleted as well. Please make sure you want to delete the login before clicking **Trash**.

Creating Microsoft SQL Databases

Databases are created under logins and there can be several databases under one login.

➢ ***To create a Microsoft SQL database:***

1. Select **Microsoft SQL databases** in the **Databases** menu.
2. Click the **Add database** icon at the bottom of the page that appears.
3. Fill the **MSSQL Database Creation** form:

4. Click the **Submit** button.
5. Agree to additional charges.

Important: When Microsoft SQL creates a database, it automatically creates a user with the same name as the login this database was created under.

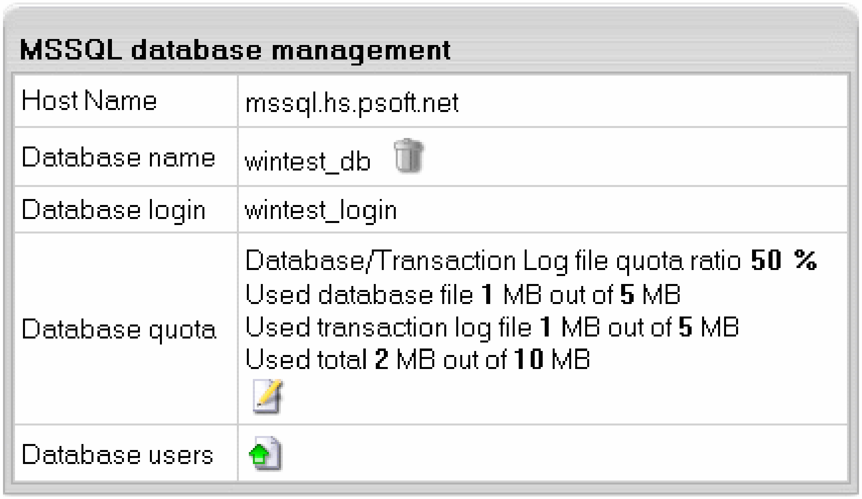
To delete a database, click the **Trash** icon against the database name in the **Controls** section. Deleting a database will delete all its users.

Adding New Microsoft SQL Database Users

Users have only `public`, `db_datareader` and `db_datawriter` roles that allow to access database, read and write tables. Within a database, one login can be used only by one user. Mind, that the login used to enter the database is already used by you and it can't be used to create a new user on this database. Therefore, when you create a new user to the database, the system will offer you to choose from the logins that aren't used by this database.

➢ ***To add a new user to individual Microsoft SQL database:***

1. Select **Microsoft SQL databases** in the **Databases** menu.
2. On the page that appears, click the name of existing database or click the **Edit** icon in the **Controls** section. The following form will show:



MSSQL database management

Host Name	mssql.hs.psoft.net
Database name	wintest_db
Database login	wintest_login
Database quota	Database/Transaction Log file quota ratio **50 %** Used database file **1** MB out of **5** MB Used transaction log file **1** MB out of **5** MB Used total **2** MB out of **10** MB
Database users	

3. At the bottom of the page click **Add** icon against the **Database users** field. The following form will appear:

Add MSSQL user to the database wintest_db

User name	**wintest_** user1
MSSQL login	wintest_login2
Add	

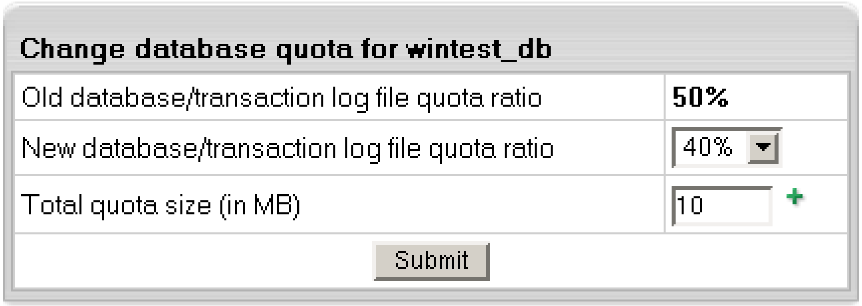
4. Enter user name.
5. Choose login this user will belong to and click **Add**.
6. Agree to additional charges if any.

Changing Microsoft SQL Database Quota

Total quota size is the disk space allocated for the database file and the transaction log file. Database/Transaction Log file quota ratio is the portion of disk space allocated for the database file. If you set the total quota size to 100 MB and the database/transaction log file quota ratio to 40%, then the maximum database file quota is 40 MB and the maximum log file quota is 60 MB. The more dynamic your database is, the bigger transaction log file quota ratio should be.

➢ ***To change the quota:***

1. Select **Microsoft SQL databases** in the **Databases** menu.
2. On the page that appears click the name of an existing database.
3. On the form that shows, click the **Change quota** icon against the **Database quota** field.
4. Enter new database log file ratio and total quota size on the next page:



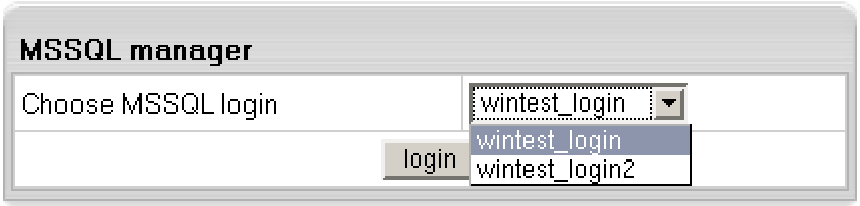
5. Click **Submit**.
6. Agree to additional charges if any.

Managing Microsoft SQL Databases

You can manage your Microsoft SQL databases through a web-interface with ASP Enterprise Manager, in your control panel called **Microsoft SQL Manager**.

➢ ***To set up and launch Microsoft SQL Manager:***

1. Select the **Domain Settings** menu.
2. On the page that appears, click **Edit** for **Web Service**.
3. On the **Web Options** page, enable **ASP** and **ASPNET** if they are disabled. Then enable Microsoft SQL Manager at the bottom of the page.
4. Click the **Magnifying glass** icon that appears to launch Microsoft SQL Manager. you will be asked to choose the login to connect to your Microsoft SQL databases:



ODBC DSN Records

ODBC - Open DataBase Connectivity is a standard database access method developed by Microsoft Corporation. ODBC makes it possible to access any data from any application by means of ODBC drivers - one for each database format. You can create DSN (Date Source Name) records based on ODBC drivers to access databases of different formats under Windows plan.

In this section:

Creating New DSN Record

➢ ***To create a new DSN Record:***

1. Select **ODBC Service** in the **ODBC** menu, and the list of available ODBC drivers will show.

Available ODBC Drivers
Microsoft Paradox Driver (*.db)
Microsoft Access Driver (*.mdb)
Microsoft Visual FoxPro Driver
Microsoft dBase Driver (*.dbf)
Microsoft Excel Driver (*.xls)
SQL Server
MySQL ODBC 3.51 Driver
PostgreSQL

2. Click the **Add** icon next to the database driver you need.
3. Fill the form that appears. Forms are different depending on the DSN type:

ODBC Drivers : MySQL ODBC 3.51 Driver

Name	Value	Description
DSN	userwin_test	DSN name
Server	mysql_test_231	Name of a server running SQL Server on the network
Database	test_db	Name of the default database for the connection
Description		A description of the data in the data source
UID	55568	For the MySQL driver, the user ID name used for login
PWD	*********	The password
Port	3306	Portnumber of a server running SQL Server on the network
Option	16	Option on how to connect to the MySQL database
Create CF MX DSN record	☑	This allows you to use the DSN record in Cold Fusion (* changes take effect within a day)
	Create	

- Enter the second part of your full DSN name in the **DSN** field. The first part of your full DSN name is your Windows login. In the applications/scripts you run on your server, you must use the full DSN name, e.g. testvi0-mydatabase as in the below example.
- Directories and file names must include paths relative to your home dir root, (the SourceDB field should include the name of the database and the extension).
- **Create CF MX DSN record** - check this box to have system DSN records registered in ColdFusion MX. Once you have created the DSN record, you will need to wait till the next morning until ColdFusion server is restarted.

4. Click **Create**.

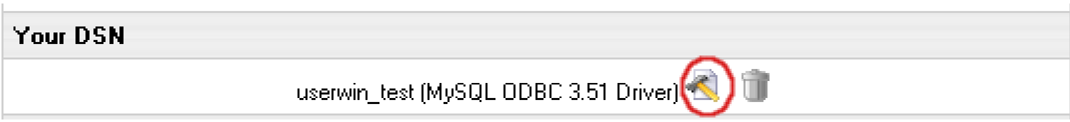
Editing DSN Records

Here you will learn how to edit your DSN records.

For more details on each driver's parameters, read driver specifications. E.g. you can find all information about Microsoft SQL DSN configuration on the Microsoft Web Site.

➢ *To edit DSN records:*

1. Select **ODBC Service** in the **ODBC** menu.
2. On the page that shows, in the **Your DSN** section, click the **Edit** icon next to the DSN record you need.



3. Edit the DSN records in the form that appears.
4. Click **Update**.

To delete a DSN record, go to **ODBC Service** in the **ODBC** menu and click the **Delete** icon next to the existing DSN.

CHAPTER 20

Virtual Private Servers

Virtual Private Server (VPS) support offers a series of advantages and privileges in that you get your own Linux server with root access, whereas in regular user accounts you could only request non-root access from the administrator.

In this chapter:

Checking VPS Status

Such as installing Virtual Server takes a while, VPS will not be activated right away after signup. Until it gets activated, you can view only billing info and trouble ticket system in your user control panel. To make sure that VPS is activated and can be administered, you can check the VPS status:

1. On the user control panel home page, select **Server Info** from the **Virtual Private Server** menu.

Status of vps1.psoft virtual private server	
Status	Is Running Stop It

If you need to restart VPS, click the **Stop it** link. To activate it later, click the **Start It** link.

Adding Custom DNS Records for VPS

➢ ***To configure DNS zones and add custom DNS records:***

1. Select **VPS DNS Zone** in the **Virtual Private Server** menu. The following page shows:

DNS configuration				
Name	TTL	Class	Type	Data
Built in A records				
Custom A records				
Add DNS A Record				
Custom MX records				
Add DNS MX Record				
Custom CNAME records				
Add DNS CNAME Record				

2. To add a custom DNS record, click the link in the necessary DNS record section.

Changing VPS Root Password

You can log into your virtual server with a root password.

➢ ***To change the VPS root password:***

1. Select **Root password** in the **Virtual Private Server** menu.

Changing root password of vps1.psoft virtual private server	
Root password	****** +
Confirm password	****** +
Change	

2. Enter a new password and confirm it again.
3. Click the **Change Edit** button.

Adding VPS IP

➢ ***You can add more IPs to your virtual server:***

1. Select **Server IPs** in the **Virtual Private Server** menu.

IP addresses assigned to your VPS		
TT	VPS IP Address	Action
	192.168.112.232	

2. To delete existing IP, click the **Trash** icon next to it.

Changing VPS Limits

➢ ***You can increase or decrease server limits in the user control panel:***

1. Select **Server limits** in the **Virtual Private Server** menu.

TT	Virtual Private Server Limits		Action
	Disk Quota	used **430 MB** out of **2000 MB**.	
	Memory Usage Limit	used **3 MB** out of **50 MB**.	
	Number of Process Limit	**8** out of **50** processes up and running.	
	Memory Usage of Context RSS Limit	used **3 MB** out of **17 MB**.	
	Number of Files Limit	used **132** out of **250**.	
	Number of TCP Sockets Limit	used **0** out of **10**.	
	Hard CPU Load Percentage Limit	used **0.00 %** out of **75 %**.	

2. To change a limit, click the **Change** icon in the corresponding **Action** section.
3. On the page that appears, enter a new limit and click **Submit**.

Looking Up VPS System Information

You can look up system information just from your Control Panel. Go to **VPS server details** in the **Virtual Private Server** menu.

System Information						
Virtual private server hostname		tania-vps.psoft	**Hostname**	cp.example.com	**Host IP**	192.168.114.13
OS Name	Linux		**Platform**	i686	**Kernel**	2.4.21-freevps-1.4-6
Release	Red Hat Enterprise Linux AS release 3 (Taroon Update 4)		**Processors**	1	**Mhz:**	1913.213
Model	AMD Athlon(tm) XP 2600+		**Cache**	512 KB	**Bogomips**	3814.19
Date	Thu Aug 25 18:41:55 EEST 2005		**Uptime**	3 days 7:34		
Load	0.00 0.00 0.00		**Users**	1 View		
Memory Usage						
Type			**Percent Capacity**	**Free**	**Used**	**Size**
Physical Memory			99%	17.1 MB	1.5 GB	1.5 GB
Swap			0%	2.9 GB	1.1 MB	2.9 GB
Filesystems						
Mount	**Type**	**Partition**	**Percent Capacity**	**Free**	**Used**	**Size**
/	vfs	/dev/hdv1	56%	887.6 MB	1.1 GB	2 GB

Adding VPS Templates

You can add VPS Templates from your user control panel. VPS template is a predefined set of RPMs to install/remove/upgrade a certain service, tool or application. You can install application (e.g dns-server, ftp-server) and extra Parallels H-Sphere VPS templates. Extra VPS template is a custom set of RPMs provided depending on your OS.

You can add Parallels H-Sphere VPS Templates in your Control Panel:

1. Go to **VPS Templates** in the **Virtual Private Server** menu.
2. To install a template, click on the icon in the **Status** column:

VPS Templates

TT	Name	Status	Versions		Controls
			Initializing	**Recent**	
VPS Core Templates					
	VPS Core Template Base	Installed	1.0-0	1.0-0	
	VPS Core Template Kernel	Installed	1.0-0	1.0-0	
	VPS Core Template Quota	Installed	1.0-0	1.0-0	
VPS Application Templates					
	VPS Template DNS Server	ON	1.0-0	1.0-0	
	VPS Template FTP Server	ON	1.0-0	1.0-0	
	VPS Template Mail Server	Off			
	VPS Template MySQL Database Server	Off			
	VPS Template CP+	Off			
	VPS Template PostgreSQL Database Server	Off			
	VPS Template Samba Windows File Server	Off			
	VPS Template Web Server	ON	1.0-0	1.0-0	
VPS Extra Application Templates					
	VPS Extra Template development tools	ON	1.0-0	1.0-0	
news server	Add				

Note: Prior to installing Custom templates, make sure to add them at the bottom of the **VPS Templates** page.

3. You can view the template details, by clicking the **View** icon in the **Controls** column. You will find the info on packages installed, their version etc.:

VPS Template DNS Server Packages

Name	Versions		
	Initializing	Current	Recent
bind	9.2.4-27.0.1.el4	9.2.4-27.0.1.el4	
bind-libs	9.2.4-27.0.1.el4	9.2.4-27.0.1.el4	
bind-utils	9.2.4-27.0.1.el4	9.2.4-27.0.1.el4	
caching-nameserver	7.3-3	7.3-3	

You can update **Parallels H-Sphere VPS Core templates,** which are the basic services, libraries, and tools of Parallels H-Sphere VPS. For this, go to **Virtual Private Server**>**VPS Templates** and find the **Update** icon in the **Controls** column.

CHAPTER 21

Parallels Virtuozzo Containers

Parallels Virtuozzo Containers is the world's leading operating virtualization solution for Windows and Linux. Parallels Virtuozzo Containers creates isolated containers on a single physical server and OS instance. Compared to other virtualization technologies, Parallels Virtuozzo Containers offers the highest levels of density, performance and manageability. For more details, please visit the Parallels Virtuozzo Containers home page at http://www.parallels.com/products/virtuozzo/.

Parallels H-Sphere 3.3 and up provides dedicated server hosting based on Parallels Virtuozzo Containers. It is available for users signed up for special Virtuozzo hosting plans.

After you have signed up to a Virtuozzo plan, you need to configure your Virtuozzo container from the **Virtuozzo Container** menu.

In this chapter:

Starting and Stopping Your Virtuozzo Container

On your first run, Virtuozzo container is stopped.

➢ ***To start the Virtuozzo container:***

1. Go to **Virtuozzo Container > Info**.
2. The container's status will be **Is stopped**. Click **Start it** to start the container.

Similarly, you can stop the running container by clicking **Stop it** in the **Status** field.

Changing Virtuozzo Container Administrative Password

➢ ***To change the administrative password for your Virtuozzo container:***

1. Go to **Virtuozzo Container > Change Password**.
2. Set the new password and click **Submit**.

Adding New IPs Allocated for Virtuozzo Container

Out of the IP range set up your Parallels H-Sphere administrator for Virtuozzo hosting, users can add new IPs to their Virtuozzo container.

➢ ***To add new IPs to the container:***

1. Go to **Virtuozzo Container > Server IPs**.
2. Click the **Add** icon to add the IP.

The IP will be assigned automatically. To remove the added IP, click the **Delete** icon next to it.

Viewing Available Application Templates to Virtuozzo Container

➢ ***To view application templates available for your Virtuozzo Container:***

Go to **Virtuozzo Container > Application Templates**. You will see the list of available application templates (such as PHP, proFTPd and others).

Changing Virtuozzo Plans

Parallels H-Sphere users can switch to another Virtuozzo plan if available.

➢ ***To change a Virtuozzo plan:***

1. Go to **Account > Account Settings**. Alternatively, go to the **Quick Access** page and click the **Change Plan** icon next to the **Plan** name in the **Information** section.
2. On the **Choose Plan** form, select a plan from the drop-down box and click **Switch**.
3. On the page that appears show which plan you have currently and which plan you will move to. Moreover, you will be notified which application templates will be **INSTALLED**, and which will be **REMOVED** after the plan change, and the amount you will be refunded. To confirm the plan change, click **Yes, I do want to change the plan**.

Note: The new plan will not become available at once. It takes time for Parallels H-Sphere Control Panel to apply changes for the account.

CHAPTER 22

Dedicated Servers

Parallels H-Sphere allows you to host your sites on dedicated servers. When you first sign up with a dedicated server plan, pick up a dedicated server from available templates or sign up without a server. Order a custom-built server or add a templated one right from your control panel later. In the same way you can send requests for extra IPs, server upgrade, remote reboot and cancellation, as well as set up regular backup service.

In this chapter:

Adding Dedicated Servers

You can add a dedicated server from provided by your administrator or send request for a server.Creating dedicated servers from templates

Creating dedicated servers from templates

➢ ***To add a dedicated server from a template:***

1. Go to **Dedicated Servers/Add New Server** menu in your **Control Panel**.
2. On the list of available server templates, click the one you need to see its details.
3. If you are satisfied with the server settings, click **Add**.

The server will appear on the **Manage servers** page.

Ordering a custom-built dedicated server

You can order a custom-built dedicated server by simply clicking a link only if this option is enabled by your hosting provider. Sending request for a custom-built server will issue a trouble ticket to the administrator. Then you will get an e-mail with login, password, URL and IP for a new dedicated server.

➢ ***To order a custom-built dedicated server:***

1. Select **Send request for a custom-built server** in **Dedicated Servers/Add new Server** menu.
2. On the page that appears, describe the server you would like to add and click **Submit**.

Alternatively, you can simply send a trouble ticket (on page 213) to administrator asking him about a custom-built server.

Managing Dedicated Servers

1. In the **Dedicated Servers** menu choose **Manage Servers**. Here you will see the list of your dedicated servers.
2. Click a dedicated server name to proceed to the server manage form.

In this section:

Viewing Dedicated Server Info

This form provides information about dedicated server parameters and traffic statistics along with dedicated server controls.

Note: You are not able to automatically manage dedicated servers. Instead, Parallels H-Sphere sends internal tickets to the administrator, and the administrator in turn carries out your requests manually.

Requesting Dedicated Server Upgrade

1. Go to the **Dedicated Servers/Manage Servers** menu.
2. Choose the server you want to upgrade.
3. On the page that appears, click the **Request Server Upgrade** link. You will see the templates with available dedicated servers.
4. You may select the **Get a quote for custom upgrade** option and manually fill out custom server configuration. Or, you may choose from the list of available templates (to view server details, click a template name):
5. After you click **Submit**, your request will be sent to the Parallels H-Sphere administrator. You will be notified about a charge for this upgrade.

Adding Extra IPs to a Dedicated Server

You receive a server with only one IP address. If it is allowed by the plan you signed up with, you can always send requests for additional IPs from your cp. To send a request for an extra range of IPs:

1. Go to the **Dedicated Servers/Manage Servers** menu
2. Choose the server you want to add IPs to
3. On the next page, click **Add Extra IP(s)**
4. Fill in the number of IPs you want to add.

Creating Reverse DNS Records for Dedicated Server IPs

Once an additional IP range is assigned to your server, you need to create reverse DNS records (PTR records) for each IP from this range. This is necessary for IPs not to be blocked by some e-mail internet servers which reject mail from IPs without such records.

➢ ***To create revers DNS record for an IP:***

1. Go to the **Dedicated Servers/Manage Servers** menu
2. Choose the server the IP belongs to
3. Click **Edit** near the necessary IP range in the **Extra IP addresses** field.
4. Click the green arrow opposite to the IP.
5. Type in domain name for this IP and click **Submit**. The newly added record will appear on the **Edit IP range** page.

Important: Setting up reverse DNS records is implemented only for class C network IPs.

Setting Up Dedicated Server Backup Service

➢ ***To request regular backup for your dedicated server:***

1. Go to the **Dedicated Servers/Manage Servers** menu.
2. Choose the server you want to setup backup service for.
3. On the page that appears, click on the icon in the **Backup Services** section.
4. Choose a preferable option and press **Submit**. Then agree to be billed for the service. Your request will be sent to and managed by the administrator.
5. After that, you will see the scheduled task on the **Backup service settings** page (to enter this page, press **Edit** for **Backup services** on the **Dedicated server** page).
6. Now that you have configured scheduled backups, you can request a custom task. For that, use the **Add** button (see the above screenshot) and set time for additional backup.

When the administrator has processed (completed or cancelled) backups of your server, you can see that on the **Backup service settings** page.

Requesting Dedicated Server Remote Reboot

➢ ***To request dedicated server remote reboot:***

1. Go to the **Dedicated Servers/Manage Servers** menu.
2. Choose the server you want to request remote reboot for.

3. On the next page, click on the **reboot** icon in the **Remote Reboot** section.
4. Choose a preferable option and press Submit to send the request to the administrator. This will issue a trouble ticket to the administrator with your reboot request.

Cancelling Dedicated Servers

➢ ***To cancel a dedicated server:***

1. Go to the **Dedicated Servers/Manage Servers** menu.
2. Click the **Delete** icon next to the server name you want to cancel.
3. Fill in the page with necessary information and click **Submit**.
   - **Schedule automatic server cancellation for the end of the billing period** - server will be automatically withdrawn from your account the day before the end of the billing period. After you choose this option, you can see the automatic cancellation date when viewing the server information.

     Click the **Cancel Server** icon again if you have changed your billing period and want your server to be cancelled accordingly, or if you want to send request for earlier cancellation.
   - **Send request for immediate server cancellation**, **Send request for server cancellation on date** - trouble tickets with these request will be issued to your upstream provider.

Important: If you choose to cancel a server automatically and then change your mind to continue using it, inform the administrator about this ASAP. It is only the administrator who is empowered to discard or postpone automatic cancellation of dedicated servers.

CHAPTER 23

Microsoft Exchange Hosting

Parallels H-Sphere integrates Microsoft Exchange Server hosting that enables you to send and receive electronic mail and other forms of interactive communication through computer networks. The centralized e-mail servers connect to the Internet and private networks where e-mail messages are sent to and received from other e-mail users. Exchange Server offers you integrated collaborative messaging features such as scheduling, contact, and task management capabilities.

When you are signed up for an Microsoft Exchange plan, you can do the following in your user control panel:

1.

In this chapter:

Managing Microsoft Exchange Mailboxes

Mailbox is an area in memory or on a storage device where e-mail is placed. In e-mail systems, each user has a private mailbox. When the user receives e-mail, the mail system automatically puts it in the mailbox.

1. Go to **MS Exchange>Mailboxes** menu of your **Control Panel**
2. On the form that appears, you can:
   - View general information on your mailboxes
   - Increase **Mail Store Quota** and **Public Store Quota** by clicking on the edit icon and agreeing to charges, if any.
   - Add a mailbox
   - Edit an existing Mailbox
   - Remove an existing Mailbox by clicking the **Trash** icon next to the Mailbox you need.

➢ *To add a mailbox:*

1. Go to **MS Exchange>Mailboxes** menu of your **Control Panel**
2. Click the **Add mailbox** icon.
3. Fill in the form you will be taken to:
   - **Mail Box Plan:** choose the plan that suits you best.
   - **Principal name:** your mailbox name.
   - **Password:** a mailbox password in conformity with Windows server password restrictions.

➢ *To edit an existing mailbox:*

1. Go to **MS Exchange>Mailboxes** menu of your **Control Panel**
2. Click the **Edit** icon next to the mailbox you want to edit
3. Make necessary changes in the form you will be taken to:
   - **SMTP Proxy:** allows to create an alias (second e-mail address)
   - **Mail Forward:** specify the e-mail address for your mail forwarding.
   - **Store and Forward:** enable if you want your mail to be saved and posted to Mail Forward e-mail simultaneously.
   - **Admin:** enable if you want to grant administrator privileges to this mailbox.

Managing Microsoft Exchange SMTP domains

Microsoft Exchange allows you to set up Internet SMTP domains that you may want to accept messages for.

➢ *To add a new SMTP domain:*

1. Go to **MS Exchange>SMTP Domains** menu of your Control Panel.
2. Click the **Add new domain** icon.
3. Fill in the form you will be taken to.

➢ *To remove a SMTP domain:*

1. Go to **MS Exchange>SMTP domains** menu of your Control Panel.
2. Click the **Trash** icon next to the domain you need.

Note: You cannot remove SMTP domain with a mailbox already created on it.

➢ *To set an existing SMTP domain as Primary:*

1. Go to **MS Exchange>SMTP domains** menu of your Control Panel.
2. In the column **Primary**, click the button to enable/disable next to the domain.

Adding MX DNS Records for Microsoft Exchange SMTP Domains

➢ ***To add MX records to the specific SMTP domain:***

1. Go to **MS Exchange>DNS** menu of your Control Panel.
2. Click to enable necessary domain. Once it is enabled, DNS record is created.

Note: Enable an MX record only if the domain is created in this account and is used for MS Exchange hosting. Do not enable an MX record if the domain is registered with another hosting account. In this case, add the corresponding MX record into the DNS configuration of this other hosting account.

Managing Microsoft Exchange Distribution lists

A *distribution list* is a list of e-mail addresses identified by a single name, such as list_name@domain.com. When an e-mail message is sent to the distribution list name, it is automatically forwarded to all the addresses in the list. Microsoft Exchange allows you to manage centralized mailing lists for groups of users.

➢ ***To add a distribution list:***

1. Go to **MS Exchange>Distribution list** menu of your Control Panel.
2. Click the **Add Distribution List** icon.
3. Fill in the form you will be taken to.
   - **Name:** distribution list name.
   - **Managed by:** Mailbox Principal Name.

➢ ***To edit an existing distribution list:***

1. Go to **MS Exchange>Distribution lists** menu of your Control Panel.
2. Click the **Edit** icon next to the list you want to edit.
3. Make necessary changes to the form you will be taken to.

➢ ***To remove a distribution list:***

1. Go to **MS Exchange>Distribution list** menu of your Control Panel.
2. Click the **Remove** icon next to the list you need.

C H A P T E R 2 4

Microsoft SharePoint Hosting

If you signed up to a Windows hosting plan with included Microsoft SharePoint resource, you can enable Microsoft SharePoint Services (http://www.microsoft.com/windowsserver2003/technologies/sharepoint/default.mspx) on your domain.

In this chapter:

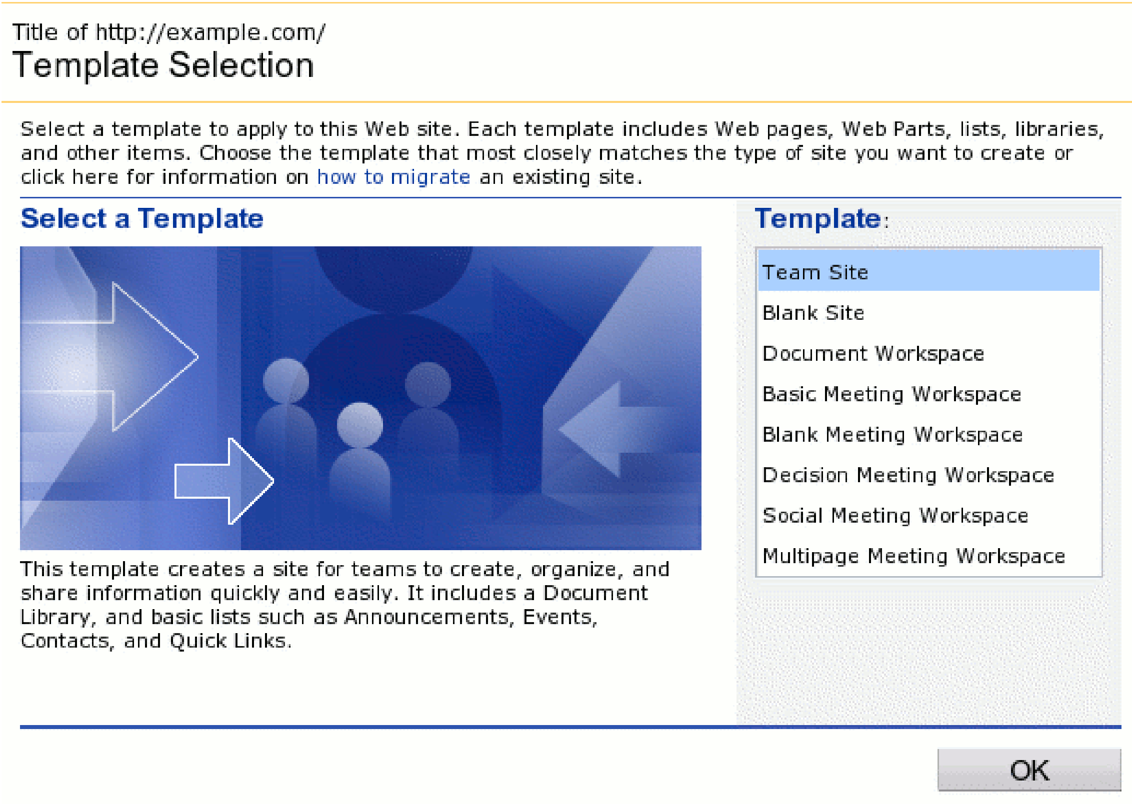
Enabling Microsoft SharePoint Services on a Domain

To enable Microsoft SharePoint on a domain:

1. Click the **Web options** icon on the control panel home page.
2. Select a domain to launch Microsoft SharePoint Services.
3. On the **Web Service** page disable **FrontPage Extensions** if enabled.
4. Enable **SharePoint** by clicking the **Off** button:

5. Create resource confirmation by agreeing to pay the presented bill.

This will open a native SharePoint pop-up page where you can finish the setup. Type in your Parallels H-Sphere user login and password to enter this page:



Editing Microsoft SharePoint Settings

To register SharePoint Services on your domain thus making you the administrator of such services Parallels H-Sphere needs the following pieces of information to be used for sending electronic mail to your SharePoint users:

- **SMTP server** - outgoing server name
- **From e-mail address**
- **Reply-to e-mail address**

It will take your default setting for this purpose (Parallels H-Sphere SMTP server and e-mail address from your contact info). Later you can change these settings if needed.

Besides, Parallels H-Sphere will need an e-mail address to register SharePoint Services on. It will also take e-mail address from your contact info, although this address is not changeable.

➢ *To edit SharePoint settings:*

1. Click the **Web options** icon on the control panel home page.
2. Select the domain where SharePoint is enabled.
3. On the **Web Service** page click the **Edit** button against **SharePoint**.
4. Do the necessary changes on the page that appears and click **Submit**:

Properties of sharepoint service for example.com domain	
Specify the SMTP mail server to use for Windows SharePoint Services e-mail-based notifications for alerts, invitations, and administrator notifications. Personalize the From address, Reply-to address and Own e-mail address.	
SMTP server	192.168.116.111 +
From e-mail address	client@test.com +
Reply-to e-mail address	client@test.com +
Own e-mail address	client@test.com
	Submit

Managing Microsoft SharePoint Users

General recommendations:

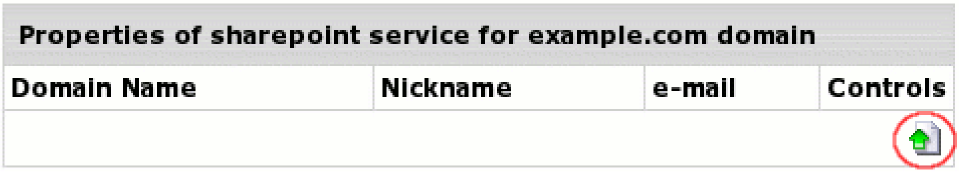
1. We recommend adding/deleting SharePoint users via Parallels H-Sphere interface.
2. Users can be added/deleted via your SharePoint site as well, however at the next synchronization of Parallels H-Sphere and SharePoint databases (their user parts) all changes will be lost (newly created users deleted and deleted users recovered). Each synchronization takes place at the moment of adding/deleting users via Parallels H-Sphere interface.
3. All users added via Parallels H-Sphere interface become readers. You can later change their SharePoint status to administrators, contributors and so on. Please take notice that after recovery of your provider's system these changes will be lost.

In this section:

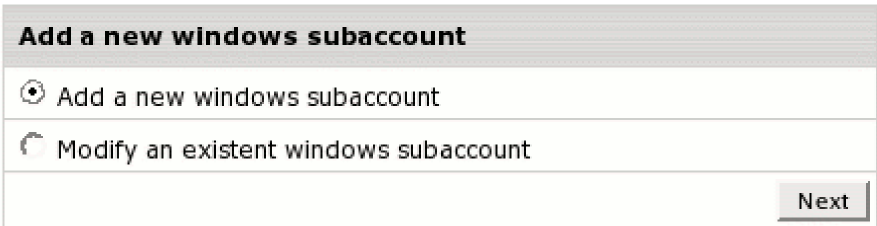
Creating New Microsoft SharePoint Users from Scratch

➢ ***To create a new SharePoint user from scratch:***

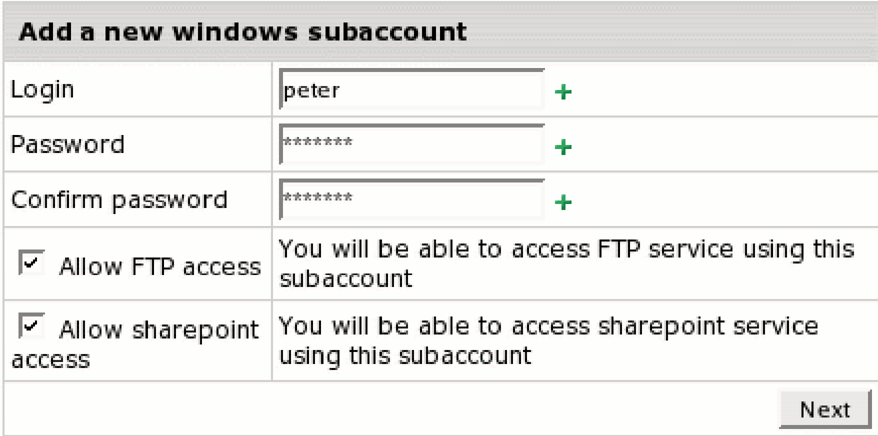
1. Click the **Web options** icon on the control panel home page.
2. Select the domain where SharePoint is enabled.
3. On the **Web Service** page click the **Edit** button against **SharePoint**.
4. On the page that appears click **Add new assignment**:



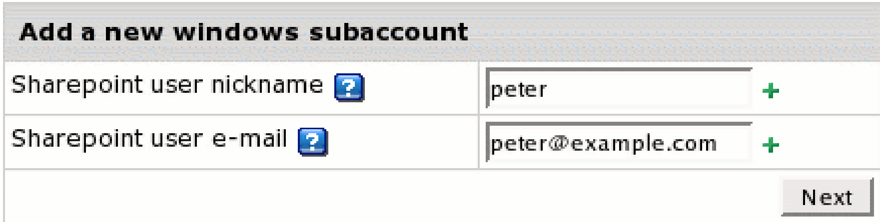
5. Choose the **Add a new windows subaccount** and click **Next**:



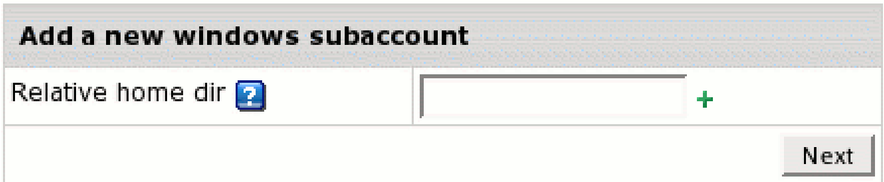
6. On the next step, choose either to **Allow sharepoint access** or **Allow FTP access** for the same user, or both, and enter **Login** sand **Password** that will be used by FTP subuser and SharePoint user:



7. Now enter information necessary to identify the user on SharePoint Web site:

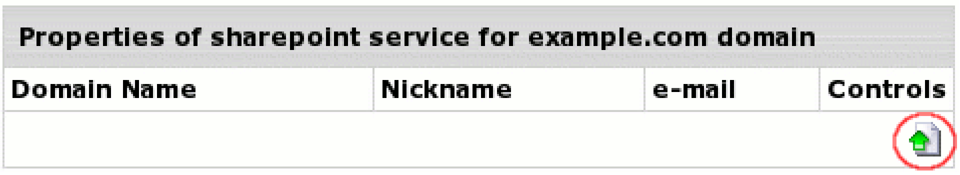


8. If you chose to **Allow FTP access** as well, you need also to determine relative home directory (on page 51):



Enabling Microsoft SharePoint Access for an Existing FTP Subuser

1. Click the **Web Options** icon on the control panel home page.
2. Select the domain where SharePoint is enabled.
3. On the **Web Service** page click the **Edit** button against SharePoint.
4. On the page that appears click **Add new assignment**:



5. Choose the **Modify an existent windows subaccount** and click **Next**. Choose an FTP subuser:

Pick subaccount from listed below	
tommy	
gregory	

6. Enter user nickname and e-mail as in the previous section.

Deleting Microsoft SharePoint Users

➢ ***To delete a SharePoint User:***

1. Repeat steps 1-3 in the Creating New SharePoint Users (on page 206) section.
2. Click **Remove this assignment** for the necessary user:

Properties of sharepoint service for example.com domain			
Domain Name	**Nickname**	**e-mail**	**Controls**
billy	billy	billy@example.com	
peter	peter	peter@example.com	

CHAPTER 25

Application Pools

Parallels H-Sphere implements Dedicated Application Pool for users of Windows 2003 and Windows 2008 platforms. IIS version 6.0 and higher provides the ability to configure applications to run in the dedicated application mode. This means one or more web applications can be grouped together into so-called pools and run in isolation from others, assigned to other web application pools. Because each application pool runs in its own worker process, errors in one application pool will not affect the applications running in other application pools.

All newly created resources that use application pools are by default created in an appropriate Shared Application Pool. There are several pre-defined shared pools for all combinations of application pool settings.

When a web application is being created under a dedicated application pool, the pool should exist prior to its creation. Now Parallels H-Sphere allows you, right from your user control panel, to create web directories and assign web applications to them, in the same time choosing a dedicated or a shared pool for each application.

This document will tell you how to configure application pools, Web directories and Web applications.

In this chapter:

Adding Dedicated Application Pools

➢ ***To add a Dedicated Application Pool in Windows Server 2003:***

1. Go to **Account > Account Settings** in your user control panel.
2. In the section **Dedicated Application Pool**, click **Add**.
3. Enter extension and maximum number of worker processes:
   - **Extension** will be used for pool name. For instance, if your account name is user, extension is test, the newly-created application pool will be named usertestAppPool.
   - **Maximum number of worker processes** can be restricted by administrator.

➢ ***To add a Dedicated Application Pool in Windows Server 2008:***

1. Go to **Account > Account Settings** in your user control panel.
2. In the section **Dedicated Application Pool**, click **Add**.
3. Enter extension and maximum number of worker processes, select ASP.NET version, pipeline mode and 32-bit applications support status:
   - **Extension** will be used for pool name. For instance, if your account name is user, extension is test, the newly-created application pool will be named usertestAppPool.
   - **Maximum number of worker processes** can be restricted by administrator.
   - **ASP.NET version** specifies ASP.NET version for assigned web applications.
   - **Pipeline mode** allows to select between INTEGRATED (if you want to use the integrated IIS and ASP.NET request-processing pipeline) and CLASSIC (if you want to use IIS and ASP.NET request-processing modes separately) modes. INTEGRATED mode is available only if some version of ASP.NET is selected, because it has no sense without ASP.NET.
   - **32-bit applications support** allows execution of 32-bit applications on 64-bit hosts. 32-bit applications support cannot be disabled if ASP.NET version 1.1 is selected, because 64-bit ASP.NET runtime is not available prior to 2.0 version.

Note: In Windows Server 2000 Dedicated Application Pools are not available.

Assigning Web Applications

➢ ***To assign a Web Application to a web directory:***

1. Go to the **Web Service** page for this domain and click **Edit** next to **Web Directories Settings**.
2. On the page that appears, click to enable Web Application for the chosen Web Directory.

   In Windows 2003: Choose Application Pool from the drop-down box and click **Submit**.

In Windows 2008: Choose Application Pool from the drop-down box, specify application pool parameters if Shared Application pool is chosen, click Submit.

You can edit and delete web applications.

Note: Applications with different versions of ASP.NET enabled cannot run in the same application pool, either dedicated or shared.
In Windows 2003, changing ASP.NET version for an application from a shared pool will automatically move it to another predefined shared pool. Parallels H-Sphere will not allow you to change ASP.NET version to, for instance, 1.1 if the application is run in a dedicated pool which has other applications with ASP.NET 2.0.
In Windows 2008, if ASP.NET is enabled for web application, you can select dedicated application pool with ASP.NET support or select ASP.NET version for shared application pool. If ASP.NET is disabled for web application only dedicated application pools without ASP.NET support are available for selection and the only available option for shared application pool is 32-bit applications support.

Adding Web Directories

➢ ***To add a Web Directory:***

1. Go to **Domain Info - > WebService**
2. Go to **Web Directories Settings**.
3. Click the **Add** button to create a new web directory

   Fill in the form for your new directory and click **Submit**.
4. Fill in the form for your new directory and click **Submit.**

   Where:
5. Where:

- Enter **Web directory name** and **Web directory path relative to the user home**
- **Authentication level** - choose between **Anonymous Access** and **Protected Access**. **Anonymous access** gives access to the public areas of your Web or FTP site without prompting visitors for a user name or password. **Protected** authentication gives users access to the resources prompting them for a user name or password.
- **Execute permissions** option determines the program execution level allowed for this site's resources: **None** restricts access only to static files such as HTML or image files, **Scripts only** allows only scripts to run, not executables and **Scripts and Executables** removes all restrictions so that all file types can be accessed or executed.
- **Allow read access** - check the box to allow users to read or download files or directories and their associated properties.
- **Allow write access** - check the box to allow users to upload files and their associated properties to the enabled directory on your server or to change content in a Write-enabled file. Write access is allowed only with a browser that supports the PUT feature of the HTTP 1.1 protocol standard.
- **Allow source access** - select to allow users to access source code if either **Read** or **Write** permissions are set. Source code includes scripts in ASP applications.
- **Allow directory browsing** - select to allow users to see a hypertext listing of the files and subdirectories in this web directory.

1. Configure web directory resources.
   To do this, go to the **Web Service** page for this domain, choose the needed directory in the **Web Directories and Web Applications** section and click **Go**. Page similar to this appears:

   Resources available for the web directory are , and .You can edit and delete web directories, except for the predefined **Document Root** directory which can't be deleted.

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CHAPTER 26

Technical Support

Your control panel comes with an integrated support center that allows you to communicate your problems to the technical support using a web browser.

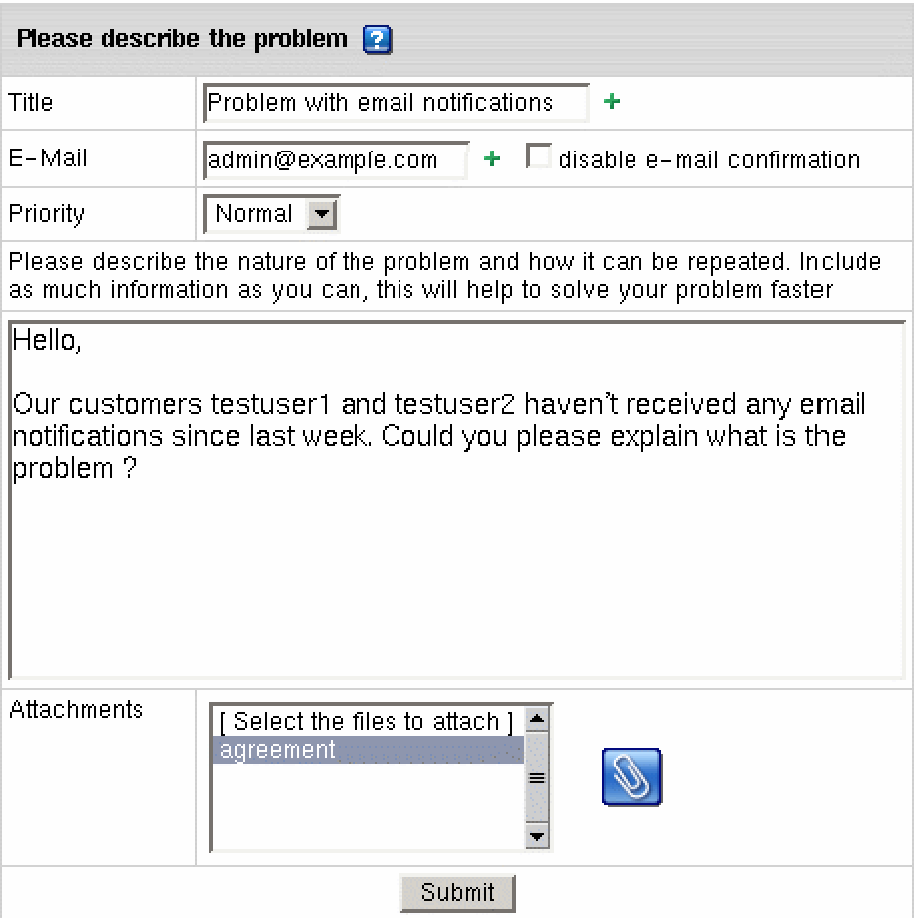
In this chapter:

Sending Trouble Tickets

To report a problem, do the following:

1. Select **Make a Ticket** link in the **Support Center** menu.

On the page that appears, compose the problem report:

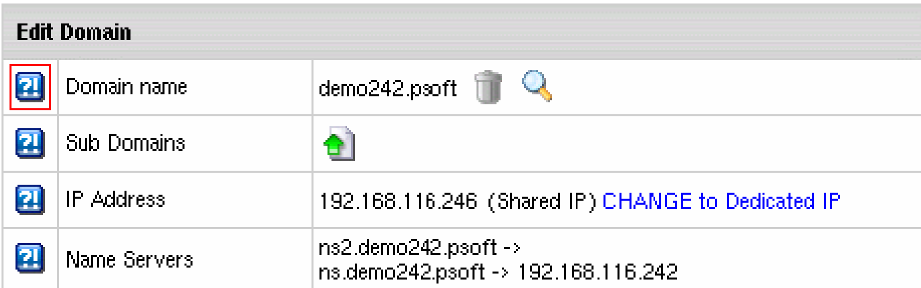


- **Title**: the subject of your trouble ticket message.
- **E-mail**: the e-mail address that the reply and confirmation will be sent to.
- **Disable email confirmation**: check this box if you do not want to receive confirmation that your ticket has been sucessfully delivered.
- **Priority**: state how important or urgent it is for you to have this problem taken care of.
- **Question**: enter a question or describe your technical problem.
  Important: (for v2.3 and higher) when posting a trouble ticket, do not enter texts in HTML. Support system will not transform it into the plain text, but post it as it is. E.g: entering <i>problem</i> will show up in a trouble ticket only as <i>problem</i> which will make it difficult for TechSupport staff to read. Use it only when HTML tags are important.
- **Attachment** when creating a new ticket, you can add attachments:

1. Click the **Attachment** icon in the **Attachments** section. The pop-up window will appear:

1. In the pop-up window click **Browse** and select the file;
2. Click **Upload**. The filename shows in the **Attachments** section.
3. Click **Submit**. Your ticket will be sent to the technical support.

Alternatively, you can launch the trouble ticket composer from virtually any place in your control panel by clicking the “?!” button:



If the information in the popup does not answer your question, you would be suggested to send a Trouble Ticket.

Following Up Trouble Tickets

➢ ***To browse through your trouble tickets and answers to them:***

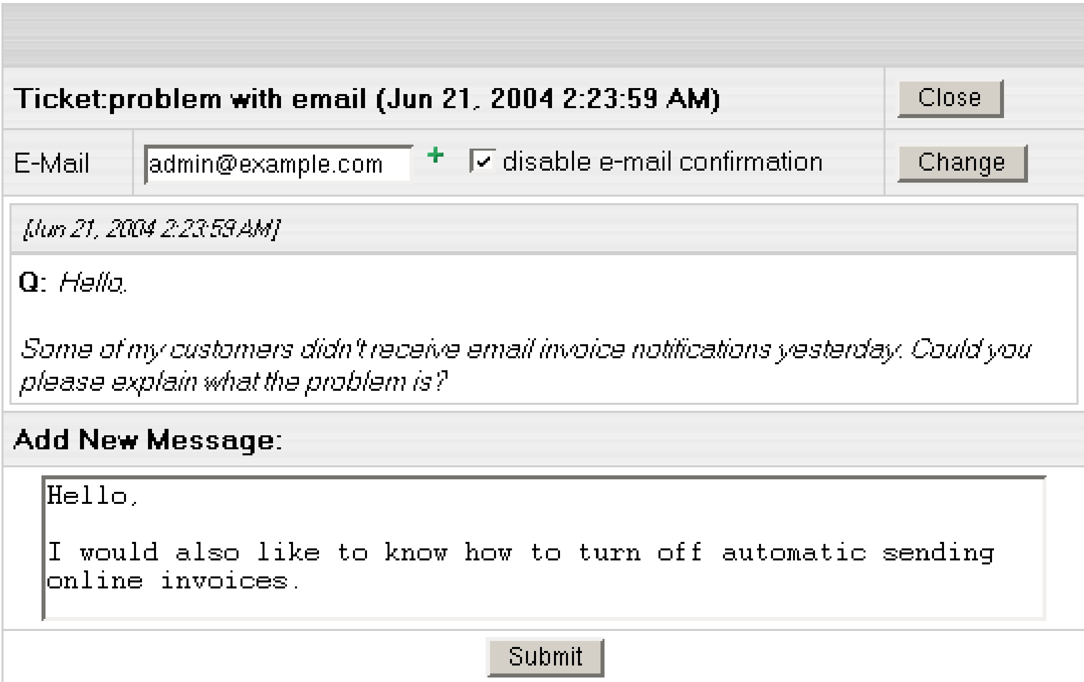
1. Select **Trouble Tickets** link in the **Support Center** menu.

   In the list of the trouble tickets that shows, click the corresponding trouble ticket title.

Id	Title	Created	Last Mod	Type	Status	Close
12	question about MySQL	Jun 21, 2004 3:08:34 AM	Jun 21, 2004 3:08:34 AM	Generic	New	Close
11	domain registration problem	Jun 21, 2004 3:07:05 AM	Jun 21, 2004 3:07:05 AM	Generic	Closed	Close
10	problem with email	Jun 21, 2004 2:23:59 AM	Jun 21, 2004 2:50:18 AM	Generic	New	Close

Note: click column headers to sort your trouble tickets

2. Enter a follow-up trouble ticket in the box that appears:



3. Click **Submit**.

Closing Trouble Tickets

Once you have answered a ticket and do not need it any further, you can close it. There are two options:

- Select **Trouble Tickets** in the **Support Center** menu. In the list of tickets, click the **Close** link on the right.
- Open a trouble ticket and once you answer it, click the **Close** button in the right upper corner.